

Innovative Public Service Delivery for Sustainable Development (A Study of General Hospital Igando, Lagos State, Nigeria)

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Abstract

Innovative public service delivery is essential for enhancing the efficiency of resource utilisation and enhancing the standard of public service delivery for sustainable development. Hence, the purpose of this paper is to examine innovative public service delivery for sustainable development. Innovative public service delivery was operationalized using innovative service process and innovative service outcomes and was proxied by sustainable development. Two hypotheses were formulated and tested at a 0.01 level of significance. Using Yaro Yamane's formula 259 staff of General Hospital Igando were selected. Out of 259 questionnaires administered, 231 questionnaires were retrieved while 33 of them were not filled and returned leaving the sample size to 198. The data collected were analysed using Pearson Correlation with the aid of Statistical Package for Social Sciences (SPSS) version 23.0. The findings however indicate that there is a significant relationship between innovative service process and sustainable development (P.value 0.721 < 0.01); results also show that there is a significant relationship between innovative service outcome and sustainable development (P.value 0.840 < 0.01). This study concludes that the innovative public service of public institutions ranges from the products and services offered and is determined by the technology that is revolutionizing the current global world and has improved the service delivery at General Hospital Igando. Based on these findings, the study recommended that government at all levels in Nigeria should continue to contribute in terms of budgetary allocation for the sustenance of innovative service delivery towards achieving sustainable development. Furthermore, a need for monitoring, supervising, and ensuring that all the financial and other public sector investments to achieve sustainable development are not diverted for selfish purposes.

Keywords: *Innovative service delivery, Innovative service delivery process, Innovative service outcome and sustainable development*

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Background to the Study

Innovative public service delivery is necessary to improve the quality of services, boost resource efficiency, and address socioeconomic problems including population increase, traffic congestion, climate change, and income inequality (Torfing & Ansell 2017). A fresh, improved, or modified technique offered to potential clients is referred to as innovative practice (or a mix of these). From a little adjustment to a total revolution in the process or service, it can take many different shapes (Islam & Tareque, 2023). This innovative shift in the public sector promotes sustainable development, which asks for making the greatest use of available resources to satisfy current social demands without endangering potential future pillars (Güney, 2019). Additionally, to fulfil the 231 SDG indicators, public goods and services must be provided or public sector policies must be put into action. All of these requirements depend on the public sector's capacity to direct, facilitate, and take the lead. The Sustainable Development Goals, or SDGs, may be attained through fostering a culture that prioritises innovation in public service delivery (UNDP 2020).

Innovative thinking is necessary in the broad subject of sustainable development. No one invention will be adequate to aid nations in making the essential transitions to a fair, sustainable, and livable post-fossil-carbon society due to the multiple difficulties that countries (both developing and developed) must face to achieve sustainable development (Vivona, Demircioglu, & Raghavan, 2021; Madu & Okanazu, 2021). For civilization to truly develop, several innovations are necessary. This necessitates that concept from other areas be considered, used, researched, and taken into consideration (Moldovan *et al.*, 2022). The greatest approaches to "repair" the complicated issues brought on by climate change and other issues involve finding, testing, adapting, and making sure that truly successful, innovative solutions are broadly accepted in a multidisciplinary manner. If we're going to create long-lasting, egalitarian solutions, we need to abandon outdated, unproductive paradigms and embrace a variety of service delivery methods (Kantola *et al.*, 2017).

To enhance service delivery and save costs, there is a push in many nations to speed up innovation within the government (Drechsler & Karo 2017; Petersen & Kruss 2019). This is viewed as a component of a bigger, more fundamental shift in the types of knowledge and abilities required by public servants to address the complexity of social concerns brought on by an unstable, unpredictable, complex, and ambiguous environment (Srensen & Torfing 2012; Voegtlin & Scherer 2017). This combination of abilities includes, among other things, a focus on data-centricity, emotional intelligence, and a "tech-savvy" method of functioning (Vivona *et al.*, 2021). Innovation is expected to require end-user engagement, openness, cooperation, and a more rigorous approach if it is to be inclusive and sustainable (Daniels *et al.*, 2020; Chataway *et al.*, 2017)

Businesses are currently using more novel strategies to gain a lasting competitive edge as a result of globalisation and escalating market competition. Competition between businesses nowadays is built on services rather than tangible goods (Verma & Jayasimha, 2014). The need for governments to provide public services in new, better, and less

expensive ways has, nevertheless, piqued attention in the modern academic community. State agencies need to find new methods to operate and improve their effectiveness due to stagnating public funding and significant socioeconomic concerns (Gati & Namusonge, 2019). Therefore, promoting innovation in the public sector is a vital topic that has just recently been discussed in the literature. Because public sector employees have typically been shielded from market forces and competition, there have never been any incentives to encourage innovation. Although numerous books and articles on the public sector's service delivery and sustainable development have been written by numerous authors (Ndabeni *et al.*, 2016; Amankona, *et al.*, 2018; Ekpe, 2021; Madu & Okanazu, 2021), there has been comparatively little research on the public service's innovativeness in advancing these goals. In the lack of recent literature, it was important to conduct this study to try and establish the relationship between innovative public service delivery and sustainable growth.

Literature Review

Concept of Innovation

Innovation is characterised as a subtle, substantial, and revolutionary change to an idea, an item, a practice, or an institution. By improving efficiency, quality, competitive positioning, and other factors, innovation may be associated with success and growth within a company. The deliberate creation of anything novel, valuable, or beneficial that will survive throughout time is another way to describe innovation (Moldovan *et al.*, 2022). Innovation is the successful introduction of something novel and advantageous, according to Fagerberg (quoted in Hart *et al.*, 2020). It seems that innovation and change are mutually exclusive. Efforts and expressions of innovation may be seen throughout all public sector service areas. ICT has significantly contributed to the growth and improvement of technology in the public sector (information and communication technology).

Concept of Sustainable Development

Sustainable development aims to meet present-day human needs while also protecting future generations' needs without endangering their ability to do so. Oyebamiji and Adekola (quoted in Islam & Tareque, 2023) defined sustainable development as the conservation, preservation, use, and management of resources in such a manner that what we do to improve the standard of life for certain people now does not compromise their ability to do so in the future. Sustainable development, according to Onyikan in Ivo (2019), is a tool for boosting national competencies and using nations' abundant resources to protect human life. The most exciting aspect of sustainable development is how it can both fulfil existing requirements and ensure the future.

Sustainable development, in the opinion of Keshav and Habib (2017), is concerned with how the natural system will manage the social, political, and economic challenges that humanity will encounter in the future. Sustainable national development, according to Srensen and Torfing (2012), aims to increase capital income, provide job opportunities, advance human well-being, provide for basic needs, and protect the environment. The

concept of sustainability has been at the forefront of the development movement ever since the United Nations Conference on the Human Environment released a declaration in support of safeguarding and improving the human environment in 1982. Sustainable development, according to Li-Min et al. (2020), is a process of change in which the way resources are used, where investments are made, where technological innovation and commerce are concentrated, and how institutions are transformed meet both present and future demands. In light of this, the Global Action Programme (GAP) on Education for Sustainable Development (ESD) stated that any approach to development that strikes a balance between economic and social progress addresses cultural differences, complies with global, national, and local needs, and respects ecological values and limits is essential to sustainable development (Keshav & Habib, 2017; Voegtlin & Scherer, 2017).

Theoretical and Conceptual Framework

Innovation Theory (Theory of Innovative Enterprise)

Joseph A. Schumpeter originally developed the theory of innovative enterprise in 1934. According to the innovative enterprise theory, individuals in strategic control positions must be able to recognise the competitive benefits and drawbacks of the skill base that currently supports their company and, as a result, the changes that will be required to that skill base to innovatively respond to technological opportunities and market challenges. To continue investing in the talent pool and produce products of greater quality and cheaper cost than those that were previously accessible, these strategic decision-makers also need to be able to get committed finance. A business's goal is to convert resources into sellable products and services. Therefore, a business theory must at the very least explain how this productive change takes place and how money is earned. These arguments must centre on the organization's three primary business activities: financial management, strategic planning, and organisational structure. The strategy's resource allotment to investments in people and physical capability development aims to increase the firm's competitiveness in the product markets it has chosen. An organization's ability to enter markets and adopt new technologies is necessary to provide goods that consumers desire at rates they are willing to pay. From the moment investments are made in productive resources until financial gains are realised via the sale of goods, finance plays a role in the advancement of technology and the growth of markets.

Therefore, the innovative transformation of resources into goods and services that may satisfy customer demands while also generating cash is the shared objective of both governmental and commercial organisations. According to (Lazonick, 2013 cited in Jacobs et al., 2019), business organisations prioritise three activities: strategy, which deals with resource allocation to developing human and physical capabilities in the organisation, "organisation," which is about transforming technologies and accessing markets and thereby developing and utilising the value creation capabilities of these resources to generate product that buyers want at prices that they are willing to pay Keep up the process of technological improvement and market access from the moment investments are made in production resources until financial rewards are realised via the sale of goods (p,4) Additionally, Williams identified three organisational, financial, and

strategic social factors that help businesses produce high-quality goods at lower unit prices. Commercial organisations are encouraged to be innovative by these conditions. These social contexts embody the unpredictable, collaborative, and accumulating aspects of the innovative process (Lazonick, 2013 cited in Jacobs et al., 2019, 4) For the generation and utilisation of productive resources in commercial enterprises, strategic resource allocation is required. Strategic control may encourage innovation in firms.

The amount of money that power company decision-makers must put aside for innovative investment plans is examined in this study. Additionally, this idea contends that internal structural integration is necessary for commercial organisations to innovate. Organizational integration, which takes place when those with duty and function are competent to do so, encourages the use of one's skills and abilities to advance the strategic objectives of the company. This essay examines the best practices for compensation systems that motivate workers to take pleasure in their jobs. Employee incentives include job satisfaction, professional advancement opportunities, and remuneration motivate employees to put in extra effort. These advantages also help recruit and keep employees. Managers of public organisations are urged to remove the constraints restricting their ability to make decisions so they can have some say in how resources are allocated. Public organisations might assist the public sector by adopting cutting-edge business practices, as the private sector frequently does, to efficiently and effectively transform present resources to satisfy customer expectations.

Conceptual Framework

The conceptual framework of this study includes the steps involved in providing innovative public services as well as the proposed link between the outcomes of innovative public services, such as trademark innovation, the use of renewable energy sources, ICT and GOV, and sustainable development. Innovation is a term used to describe the assumption of a novel concept and/or product by a company or other organisation (Chataway *et al.*, 2017; Daniels *et al.*, 2020). Innovation shows a better state of affairs as compared to an organization's earlier practices or products. It also represents a considerable change in how an organisation operates and produces results as compared to prior arrangements. The Oslo Manual also considers the complete range of innovations covering a wide variety of potential outcomes in its conception of public sector innovation (Amankona *et al.*, 2018).

Innovation in the public sector is governed by three principles: approach, support, and outcome. Support for innovation refers to the steps taken by a business to preserve its inventiveness or produce effects. The true effort to deliver the generated goods and services is what innovation results in (Moldovan *et al.*, 2022). In terms of the innovation process, support, and outcome, the government catalyzes to help the public sector accomplish its goals. The government has also been impacted by innovation in the public sector, on the other hand. Briggs (cited in Islam & Tareque, 2023) stated that "the set of responsibilities, practises, policies, and procedures, exercised by an agency's executive, to provide strategic direction, ensure objectives are achieved, manage risks, and use

resources responsibly and with accountability" is what government in the public sector is all about in this regard. Additionally, government issues are considered throughout the public sector's innovation process, as well as its benefits and drawbacks, which promotes sustainable growth (Keshav & Habib, 2017). This leads to the inventive public sector innovation-led sustainable development that is suggested in Figure 1:

Conceptual Model

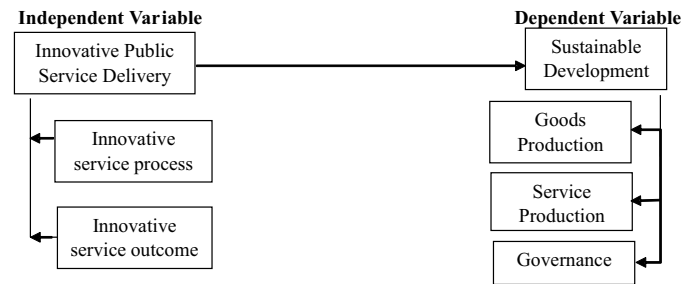


Figure 1: Public service innovation-driven sustainable development

Source: Author's modified framework emanated from the ideas of Islam and Tareque (2023)

Methodology

Descriptive phenomenological methodology was used. To get a deeper understanding of how individuals perceive, describe, feel about, evaluate, recall, and make meaning of their experiences, phenomenology research is conducted (Patton, 2002). The research method used in this study was a questionnaire. There were two questionnaire sections (A and B). Section A of the questionnaire contained personal data about the responder. Responses in section B of the questionnaire are scored using a 5-point Likert scale (5 being the strongest agreement and 1 being the strongest disagreement). The seven hundred forty state of Lagos employees that work at the general hospital are all included in the study (740). When determining the sampling size for this inquiry, Yamane's formula was used. The Yaro Yamane formula, according to Israel (1992), is as follows:

$$n = \frac{N}{1 + N(e)^2}$$

Where:

n = Sample size

N = Population

e = Significant level (95 %)

$$n = \frac{740}{1 + 740(0.05)^2} = \frac{740}{1 + 1.85} = 259.6$$

Using Yaro Yamane's approach, 259 staff of General Hospital Igando were selected. The sample size was reduced to 198 when 33 of the 259 supplied questionnaires were not completed and returned. The data were analysed using Pearson Correlation in SPSS version 23.0, the Statistical Package for Social Sciences.

Hypotheses Testing

Hypothesis One: There is a significant relationship between innovative service processes and sustainable development.

Table 1: Correlations

		Innovative service processes	Sustainable development
Innovative service processes	Pearson Correlation	1	.721**
	Sig. (2-tailed)		.000
	N	198	198
Sustainable development	Pearson Correlation	.7210**	1
	Sig. (2-tailed)	.000	
	N	198	198

** . Correlation is significant at the 0.01 level (Z-tailed).

Source: SPSS version 23.0.

The correlation analysis showed the strength and direction of the linear relationship between citizen innovative service process and sustainable development. From the table above, the Pearson correlation coefficient for innovative service process and sustainable development is 0.721, indicating a positive, strong, and significant relationship between innovative service process and sustainable development. Therefore, we accept that there is a significant relationship between innovative service processes and sustainable development.

Hypothesis Two: There is a significant relationship between innovative service outcomes and sustainable development.

Table 2: Correlations

		Innovative service outcome	Sustainable development
Innovative service outcome	Pearson Correlation	1	.840**
	Sig. (2-tailed)		.000
	N	198	198
Sustainable development	Pearson Correlation	.840**	1
	Sig. (2-tailed)	.000	
	N	198	198

** . Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS version 23.0.

The correlation analysis showed the strength and direction of the linear relationship between public innovative service outcomes and sustainable development. From the table above, the Pearson correlation coefficient between innovative service outcome and sustainable development is 0.840, indicating a positive, strong and significant relationship between innovative service outcome and sustainable development. Therefore, we accept that there is a significant relationship between innovative service outcomes and sustainable development.

Discussion of Results

The following conclusions were reached after the questionnaires and the test of hypotheses were examined using Pearson Correlation and the Statistical Package for Social Sciences (SPSS 23.0).

The first premise holds that there is a significant relationship between innovative service processes and sustainable growth. This backs up the claim made by Ahmed and Koech (2019), who assessed how public sector innovation affected the delivery of services. Additionally, the study examined the effect of public service innovation on the delivery of services and evaluated the influence of public accountability on it. Finally, the impact of the rule of law on service delivery was identified. The study employed a cross-sectional survey from the Benadir municipality in Mogadishu, Somalia, with a proportional sample size of 50 participants, or 10% of the population, who were chosen by a judgmental or purposeful sampling strategy. Using SPSS Version 20, the quantitative data collected from respondents was evaluated. The study's conclusions show that the supply of services is significantly and favourably impacted by engagement, accountability, transparency, and the rule of law.

Abakose and Abagojam's (2021), objective was to assess how novel approaches may enhance service provision in public institutions in the Ethiopian town of Jimma. In both the qualitative and quantitative research approaches of the study, participants were chosen at random. The study discovered that a variety of problems, such as the service providers' poor capacity to deliver effective public services, corruption, and poor management, obstruct innovative solutions. The study found a strong association between offering fundamental public services and innovative practices. The government should ensure that all service providers in Jimma Town are familiar with cutting-edge public service ideas and a system of accountability that enables customers to hold service providers accountable for unsatisfactory performance. The administration of Jimma Town should also make sure that the community and service users are involved in the planning and budgeting processes for the public sector. Additionally, they should make sure that human resources receive the necessary training to improve their knowledge of good governance and increase their capacity to address the needs and priorities of the community. This data supports the second hypothesis, put out by Abakose and Abagojam (2021), that there is a strong correlation between the output of innovative services and sustainable development.

Conclusion

The research's conclusions imply that the innovative public service delivered by public institutions varies according to the products and services offered and is impacted by the technology that is transforming the modern global economy and raising the level of service at General Hospital Igando. This article sought to demonstrate the connection between innovative public service delivery and sustainable growth. Innovative public service delivery is useless if it is not outcome-based when it comes to tackling socio-economic concerns with public health, education, transportation, consumerism, and other sectors. Furthermore, the development and implementation of citizen-friendly public sector policies ensure sustainability in all facets of society (Pratama, 2019). If the public sector is to achieve its innovative goals and, ultimately, more inclusive service delivery, it needs a better knowledge of the multiple legitimacies, skills, and practises enabling inclusive development outcomes. Instead of attempting to completely alter one's mindset and reduce bureaucratic bureaucracy (Chipkin and Lipietz 2012, 23). However, it is useless to assert that Nigeria urgently needs sustainable growth. However, it appears that a lot of problems need to be handled before the aim may be realised. Delivering services for sustainable development is a lifelong process that produces knowledgeable, involved citizens with the capacity for inventive problem-solving, scientific and social literacy, and a determination to take responsibility for their actions as well as those of others. Therefore, a big part of Nigeria's sustainable development is service delivery for sustainable development.

Recommendations

To achieve sustainable development in the Nigerian public sector, this study recommends the following course of action:

1. Government at all levels in Nigeria should continue to contribute in terms of budgetary allocation for the maintenance of innovative service delivery for the realisation of sustainable development.
2. To guarantee that none of the financial and other public sector investments made to foster sustainable development are abused for evil purposes, government monitoring is necessary.
3. The paper makes recommendations for institutions to increase their strategic innovation efforts to enhance the current service delivery at universities and advance the competitiveness, productivity, and economic development of their respective countries. The standard of the system in use is always a determining factor in the level of service delivery that leads to customer satisfaction.
4. The institution's management should train its employees on how to address user complaints and the importance of maintaining a kind demeanour toward its clients. The institution should do more study to find other methods to improve service delivery.

Suggestion for Further Studies

Further research is advised on how to enhance public service delivery through the use of e-service and e-participation, particularly in poor countries, by researchers and students majoring in public administration, according to this study.

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