

## ACADEMIC STAFF INNOVATIVE TEACHING SKILLS FOR QUALITY SERVICE DELIVERY IN UNIVERSITIES IN IMO STATE

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### ABSTRACT

This study examined academic staff innovative teaching skills for quality service delivery in universities in Imo State. This is a way forward to finding lasting solution to the many challenging situations confronting university teaching staff due to serious advancement in technology and knowledge explosion particularly in Imo State. Two research questions and two hypotheses guided the study. The population of the study was the three universities in Imo State, two federal universities and a state university with 2,558 academic staff. Stratified random sampling technique was used in choosing a sample of 640 academic staff as respondents. This consists of 430 and 210 academic staff from federal and state universities respectively. Academic Staff Innovative Teaching Skills for Quality Service Delivery Questionnaire (ASITSQSDQ) was the main instrument used to gather data. The instrument was validated by experts in the departments of educational management and measurement and evaluation and the reliability coefficient index of the instrument was established at 0.89. Mean scores and standard deviation and rank order statistics were used to answer the research questions while the hypotheses were tested using z-test at 0.05 level of significance. The findings of the study revealed that academic staff of universities accept innovative teaching skills as veritable tool to improve quality education delivery and innovative teaching skills enhance teacher productivity. The study concluded that quality education service delivery in universities is achievable when university teaching staff are constantly trained, retrained and adaptable to innovative teaching skills.

**KEYWORDS:** Academic Staff, Innovative Teaching Skills, Quality Service Delivery, Universities.