



**CHARTERED INSTITUTE OF
ADMINISTRATORS & MANAGEMENT
CONSULTANTS - GHANA**



A REPORT ON CIAMC ADMIN PROFESSIONALS CONFERENCE

— JULY 2021 —

By

Samuel Mawusi Asafo, FChPA, FCMC, MCIPM

Chief Executive Officer / Registrar



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You need the Professional Administrator

Businesses worldwide and across every industry are always on the lookout for highly skilled administrative professionals to help their business to be successful and thrive. In any case, how do you know whether any corporate effort is well administered?

Many leaders and managers often find themselves from a base of extensive training in their technical vocation, like lawyers, doctors, and engineers. Very often the greatest problems which hold back these 'leaders' and the organization they serve are the result of lack of training in leadership, management, and administration. Without training in these areas on the part of the 'leaders' the organization has a ceiling on success. Because administration is the most obvious aspect of group activity, those who are unfamiliar with it are apt to assume that executive operations are not very difficult. By the same token, the study of administration is sometimes thought to be dismal and quite lacking in important theoretical considerations. These are mistaken notions. Administrators are becoming increasingly open to new theories and conversations about scientific reasoning in administration practice. The CIAMC licentiate, master the relevant theories, principles and modelling tools for effective decision-making.

A major difficulty in administration studies is that nobody can take you to an office or department and tell you what you are looking at is “administration” the totality of generic processes. Other functional specialised fields of work - e.g., repair works on a machine, surgery on a patient, or the digging of a gutter - are easily identifiable, with the stages of work easily visible. Marume (2016) is of the view that "administration is an extremely polymorphous activity found everywhere in one form or another. One official may be engaged in merely a fractional unit of administration, while another, in a high position, may be concerned with the whole process." According to Dr. Marume, the polymorphous nature of the activities constituting administration has made the call for its study as an academic discipline, and professionalization of its practice seems a waste of time, although theory and practice supports the call. In her submission, Marume is of the view that, the use of the terms “generic processes” and “administrative processes” implies that in spite of the fragmented or polymorphic nature of the activities aimed at goal attainment, there must be systematized order in the process of “administration”

Henri Fayol said, the administrative function has many duties. “Every employee in an organization — *workman, foreman, shop manager, head of division, head of department, manager, and if it is a state enterprise the series extends to the minister or head of a state department* — takes a larger or smaller share in the work of administration, and has, therefore, to use and display his administrative faculties... It can be elementary for the workman but must be very wide in the case of employees of high rank, especially managers of big concerns. Everyone has some need of administrative knowledge.”

Administration services include all processes and activities organizations, or groups engage in to achieve the common goal. These can be categorized into:

- ✔ Janitorial Services; Secretarial Services; Administrative Services, and Executive Management Services

The Chartered Institute of Administrators and Management Consultants-Ghana, has over the years tend out over to the corporate world about a thousand Professional Administrators exemplifying managerial leadership competences wherever they find themselves.



Samuel Mawusi Asafo,
FChPA, FCMC, MCIPM

1.0 INTRODUCTION

This report is to give an account of the series of events which took place at the 2021 annual admin professionals conference. The 2021 Admin Professionals Conference, which was the third edition, was under the theme; Health, Wellbeing and Productivity in the workplace and was held on Tuesday 27th July 2021, at the Ghana Tertiary Education Commission Conference Hall, Okponglo-Accra.

The conference was a joint effort of the Chartered Institute of Administrators and Management Consultants-Ghana and its partner institutions including Parliament of the Republic of Ghana, Public Services Commission, Office of Local Government Service, Office of the Head of Civil Service, Ministry of Employment and Labour Relations, Ministry of Finance, Ministry of Local Government and Rural Development, Ministry of Tourism, Institute of Directors-Ghana, Chartered Institute of Marketing Ghana, ICSA: The Chartered Governance Institute, Association of Health Service Administrators-Ghana, Ghana Association of University Administrators, Ghana Association of Local Government Service Administrative Officers and Administrative Professionals Association of Ghana.

This report also considers the evaluation of the whole programme for continuous improvement in future programmes.



2.0 OPENING:

The programme participation was via online and in-person. The zoom and other virtual platforms were opened at 8:30am followed by a prayer at 9:00am by Rev. Mrs. Angela Carmen-Appiah, Assistant Registrar at the Nursing and Midwifery Council of Ghana (N&MC), who is also the Vice President, Institute of Directors-Ghana. Rev. Mrs. Angela Carmen-Appiah is a member of the annual CIAMC Admin Professionals Conference Planning Committee, a Corporate Governance expert, and Consultant with rich experiences in leadership and management.

Mr. Fred Aryeetey, the Chief Executive Officer of Institute of Directors-Ghana gave a solidarity message as a Representative of professional bodies. He stated that professional bodies are basically mandated to ensure ethical practice and conduct. The human resource factor is very critical for every organizational growth and development, he emphasized.

3.0 REMARKS BY CHAIRMAN FOR THE OCCASION

Hon. Samuel Awuku Okudzeto, FChPA, FCMC



In his acceptance remarks, the Chairman expressed dissatisfaction with workplace productivity. He was convinced that if work audit was conducted at the various workplaces in Ghana, it may reveal that, many are producing at between 50% and a quarter of their potential. These he attributes partly to burn out. Many waste themselves and lose focus and become less productive. He was therefore excited that the conference chose wellbeing and productivity for discussion, and equally assembled a team of experts, including the Director-General of Ghana Health Service to lead in the discussion.

The Chairman was convinced that, with the immense potentials the Country Ghana has, both talent and natural resources, if we are able to address the challenges affecting productivity, the country's productivity and income level will be very high. He challenged the Director-General to take the subject up especially in the public sector.

Hon. Samuel Awuku Okudzeto, SAG, MOV. FChPA, FCMC, is a prominent Ghanaian politician and lawyer. He is a Member of the Council of State and a Fellow of the Chartered Institute of Administrators and Management Consultants-Ghana. Hon. Okudzeto, is also a member of the Advisory Board to the annual National Admin Professionals Conference Planning Committee.

4.0 BOARD CHAIR'S WELCOME ADDRESS



The Board Chair, Mr. Paul Kwartei Hammond, thanked the Almighty God for seeing the Institute through the numerous challenges. He also welcomed all participants both virtual and physical to the conference. He stressed on the distraction COVID-19 has caused economically and socially.

According to Mr. Hammond, we have been experiencing the crisis situation in managing the effect of the corona virus on our businesses since 2019. Most businesses are experiencing poor growth, low investment, reduction in recruiting new staff; while others have reduced their staff, and others have closed down altogether. He referred to a joint statement issued by the ILO, FAO, IFAD and WHO on 13 October 2020.

“The COVID-19 pandemic has led to a dramatic loss of human life

worldwide and presents an unprecedented challenge to public health, food systems and the world of work. The economic and social disruption caused by the pandemic is devastating tens of millions of people who are at risk of falling into extreme poverty, while the number of undernourished people, currently estimated at nearly 690 million, could increase by up to 132 million by the end of the year. Millions of enterprises face an existential threat. Nearly half of the world's 3.3 billion global workforce are at risk of losing their livelihoods. Informal economy workers are particularly vulnerable because the majority lack social protection and access to quality health care and have lost access to productive assets”.

It is on the backdrop of this unprecedented Global situation that the theme for the 2021 Conference is chosen "***Health, Wellbeing and Productivity in the Workplace***" The theme reflects recognition of the power of Wellbeing of employees in administration, and the importance of bringing professionalism in all spheres of office management especially in these difficult times. We are therefore very much privileged and blessed to have three erudite scholars who are experts in the field, to educate us on these very important topics namely.

- ✓ Physical Health and workplace productivity
- ✓ Mental Health and workplace productivity, and
- ✓ Office Management and workplace productivity

Mr. Paul Hammond expressed CIAMC's gratitude to the partner institutions, ATL FM who are live streaming the conference across the globe, the media and all participating in the conference.

5.0 PURPOSE OF THE CONFERENCE:



Mrs. Yaa Pokuaa Baiden, member of the Board of Trustees indicated that, the primary purpose of the conference was to sensitize employers, and participants in general, to appreciate workers wellbeing as a key factor in determining an organization's long-term effectiveness and survival. She added that the programme seeks to improve the quality, safety, and work climate in order to achieve high level of productivity at the various stages of the organization. To administrators, the conference is aimed at strengthening and deepening the bond of association as we share ideas and learn lessons in our practice as professionals.

Mrs. Yaa Pokuaa Baiden, who is also the Western Regional Chairperson for the Pharmaceutical Society of Ghana, and the Deputy Chief Executive Officer in charge of Administration and Human Resource, National Health Insurance Authority, stated that, ultimately, the annual conference aims at inspiring administration practitioners to certify and develop professionally, and move up the career ladder with confidence.

The specific objectives are to:

- ✓ Educate participants to understand how employee wellbeing positively affects business results.
- ✓ Stimulate participants to know the link between productivity levels and the general health and wellbeing of their workforce.
- ✓ Sensitize employers to know that workers wellbeing is a key factor in determining an organization's long-term effectiveness and survival

6.0 PRESENTATIONS

1st Speaker - Dr. Patrick Kuma-Aboagye



Dr. Patrick Kuma-Aboagye, Director General of Ghana Health Service, spoke on the topic - Physical Health and Productivity at the Workplace.

Dr. Patrick Kuma-Aboagye acknowledged that several working practices and environments expose workers to risk factors for both non-communicable and communicable diseases. According to him, risk factors that relate to our lifestyles, such as stress, sedentary lifestyles, poor diet, inconsistent sleep cycles, can result in non-communicable diseases such as diabetes, high blood cholesterol, hypertension, heart failure and ischemic heart diseases, strokes, hormonal imbalances, cancer and so on. Unfortunately, many of these lifestyle diseases are on the increase among workers, and this increase is believed to be due to lack of attention by workers to their individual health issues, stress associated with work, and balancing work with the home and other aspects of social life. In his opinion, this situation is aggravated by the

faster pace of work, associated with globalization which has the tendency to increase levels of stress and related diseases. Dr. Kuma-Aboagye identified other common physical health risk factors in our workplace that can cause injuries to include slip, trip, and fall hazards, broken furniture, naked electrical wires, sharp objects etc.

The Work Environment

He expressed concern about work environments that do not provide workers with adequate access to personal health resources such as sanitary facilities, clean drinking water, access to safe and hygienic food and well-ventilated offices, since they can facilitate outbreaks and spread of communicable diseases like the diarrhea, typhoid, tuberculosis, acute viral respiratory infections like the flu and of course COVID-19 at the workplace. All these conditions that negatively impact on physical health, he emphasized can contribute to working hours lost to illness (absenteeism) and presenteeism (i.e., when people are present at work but operate at sub-optimal capacities) thereby reducing work efficiency and productivity.

Dr. Kuma-Aboagye acknowledged the unfortunate situation, where Business productivity, in our part of the world, is typically measured by how easy and large it is to quantify economic indices such as profits, quantity of goods and services produced, workforce skills, assets etc. In his opinion, these are great, but they don't consider the cost of ill-health due to poor working conditions and good returns on investment in health workplaces. This is unfortunate because, there is ample evidence that workers' health and business success are co-dependent and so inextricably linked that neglecting the physical health of employees can negatively affect an organization's productivity and profitability. He reminded the gathering that, it has been established that healthy people have better concentration, which leads to higher output and that a healthy lifestyle can impact one's work, increase a person's confidence, mood, creativity, attendance, and efficiency (Rinehart, 2012). It is also useful to be aware of the growing evidence that demonstrates how healthy lifestyle including better sleep can make an employee more engaged, energized, and productive as well as healthier. Similarly, staying healthy and active has been found to improve brain plasticity.

Wellbeing Programmes

On wellbeing programmes, he was worried that, most sectors including a large proportion of the formal sector do not have adequate employee health and wellbeing programmes in place, with perhaps the exception of the multinational companies. Workplaces having deliberate and adequate measures to prevent accidents and protect workers' health and safety are in the minority. A review of global statistics reveals that about 5.5% of global gross domestic product (GDP), equivalent to US\$3.5 trillion worth of labour income losses, was lost as a result of workplace closures due to the covid-19 pandemic for the first three quarters of 2019 (ILO, 2020). These labour income losses were even highest in middle-income countries, reaching 15.1% in lower-middle-income countries and 11.4 per cent in upper-middle-income countries. In Ghana, a WHO commissioned case study on "Mapping of Health Workforce Interventions in the context of the COVID-19 Pandemic" found that an estimated amount of GH¢ 2,785.67 (US\$480.30) was lost to Government as cost of absenteeism of a health worker due to COVID-19 infection (WHO, 2021). This cost escalates to a whopping GH¢ 281,826,233.90 (US\$48,591,951.00) if we were to assume the over 101,170 total infected persons, as at 20th July 2021, were all health workers. The real losses to employees and their families in terms of the sense of pain, grief, or loss under circumstances of ill-health or bereavement defy quantification in monetary terms

Recommendation

Enhancing productivity through the physical health of workers must thus be seen as a collaborative and continuous effort that involves employers and employees alike. Based on identified needs, the employer and employee must collaborate to (1) demonstrate commitment to stay physically healthy, (2) assemble a team of Focal Persons to coordinate implementation of healthy lifestyles (3) assess and prioritize physical health needs of employees (4) develop action plans to ensure the maintenance of healthy lifestyles (5) implement and evaluate such plans, and finally (6) improve by making changes. These when done can greatly reduce absenteeism and presenteeism, improve the quality of life and productivity of workers and reduce economic losses through absence, sickness, disability and presenteeism.

Promoting the physical health and wellbeing of workers should also be a legal requirement. Indeed, the statutory books of Ghana are inundated with several pieces of legislations dealing with varying aspects of Occupational Health and Safety (OHS). For instance, the 1992 constitution: Article 24:1 Article 36:10 states that everybody has the right to work under safe and healthy working conditions. This is a fundamental human right and has been upheld by Labour Act 2003, Act 651, with its accompanying legislative instrument Labour Regulations 2007. Other notable pieces of legislation that preceded this include the Factories, Offices and Shops Act 1970 Act 328, Workmen's Compensation Law 1987, and the Mining Regulations 1970. However, there are still major legislative, administrative and enforcement constraints with the existing laws that make them ineffective in their implementation. The current OHS laws are limited in scope and coverage, and have not kept pace with international development, have areas of inconsistency, and their definitions do not adequately address occupational diseases. There is fragmentation in enforcement effort, overlapping areas of responsibility, absence of coordination and differences in approach. Furthermore, the processes for development of a national OHS policy by the Ministry of Employment & Labour Relations, which begun over six years ago, from all indications have stalled.

In his conclusion, Dr. Patrick Kuma-Aboagye, stressed that, all stakeholders in our society must play their roles in ensuring the promotion of workers' health in Ghana:

Employers need to integrate physical health and safety into their overall management system by developing and implementing workplace health and safety policies and guidelines, including workplace health and safety committees.

Employees on their part, need to comply with workplace health and safety policies and guidelines and actively participate in health and safety activities in workplaces, to promote for their own health and safety.

Of overriding importance is the role of **Government**. This is because, the government has overall responsibility for providing direction for OHS development for the country. Hopefully, when a national OHS, policy is eventually approved, the government will have the responsibility to enact a comprehensive law on OHS and set up structures including an administrative national occupational safety and health authority that will provide an overarching framework for OHS governance in the country.

Organizations that fail to provide healthy work environments leave employees, their families and the public exposed to undue risks and human suffering. Workplace health promotion and regulation has enormous potential to prevent work related injuries and diseases.

Finally, it was worth noting the facts that:

- The benefits of a healthy workforce outweigh the cost of productivity.
- The poor health status of workers can compromise an organisation's reputation and profitability.
- When we are able to adequately control health risk factors in our workplaces and promote the physical, social and mental wellbeing of our workforce, then the more sustainable and profitable our organizations or businesses will be.

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2nd Speaker - Professor Kwasi Amponsah Tawiah



Professor Kwasi Amponsah Tawiah, an applied psychologist and Human resource specialist, University of Ghana Business School spoke on the topic Mental Well-Being and Workplace Productivity.

Professor Amponsah Tawiah congratulated CIAMC for recognizing the importance of employee wellbeing in organizational development and success, and choosing it for discussion, at a time when most organizations are cutting cost due to the COVID-19 pandemic. He was emphatic that, even after COVID-19, employee wellbeing shall remain a critical topical area for discussion. He made reference to a statement by the late Mr. Kofi Annan, Former UN Secretary General that “*Safety and health at work is not only a sound economic policy -It is a basic human right*”

As administrators we must know that it is the right of the employee to stay safe and healthy at the work place, he added. In addition, employee mental well-being has become a topical issue in contemporary management discourse because of its varying consequential effects on individual, group, organizational and global outcomes in particular reference to productivity and performance.

Professor Amponsah Tawiah shared some data on the worrying global situation. Global statistics from the World Health Organization (WHO) indicates that mental health-related disorders specifically, anxiety and depression are associated with global economic loss to the tune of US\$1 trillion each year in

productivity. Similar data from the United Kingdom Department of Health and the Confederation of British Industry predict that about 15-30% of employees will show some form of mental health-related problems in their working lives. The European Union also drops the hint that about 20% of adult working population depicts symptoms of some form of mental health-related problems. Further, it is estimated that the United Kingdom loses 80 million days per year as a result of employee mental illnesses which translates into £1-2 billion as cost to employers each year. The trend is not different in the USA as statistics shows that about 40 million of the population demonstrates some type of mental health problems. From this data, it is estimated that the United States of America spends over US\$ 30 billion each year on employee depression alone accompanied by 200 million days lost from work.

Furthermore, the World Health Organisation (WHO) in 2019 estimated 13 percent of Ghanaians to be living with severe mental disorders. This figure is expected to have increased with the on-set of the Covid-19 pandemic and its associated psychosocial effects on the citizenry particularly employees. Secondly, it is important to draw attention to employee mental health issues, as in Ghana the tendency to regard the naked men and women walking on the streets as the only people suffering from mental health disorders is high. Indeed, like other jurisdictions, there are many employees with mental disorders in Ghana with some effect on the economy. According to World Health Organization and Mental Health Authority, mental health disorders cost Ghana's economy about 7% of the GDP.

Professor Amponsah Tawiah indicated that, data on mental health issues in the Ghanaian work environment are barely non-existent in spite of its implications for workplace management and the socio-economic development of the country as highlighted in the foregone. There is therefore a compelling need for advocacy and research on the issue of occupational mental health in Ghana as an urgent priority. Mental health disorders at the Ghanaian work environment are usually caused by psychosocial hazards (these are the aspects of work and the working environment that threaten employee well-being) such as unhealthy social climate, organizational culture, lack of carrier development and promotion, workload, work life balance etc

i. Unhealthy social climate

This consists of the interpersonal relationship that exist among employees. An environment of mistrust among employees, political tendencies, issues of bullying, violence, sexual harassment are all not healthy for employee wellbeing and productivity

ii. Organizational culture

These are frustration experienced by staff as a result of organizational culture

ii. Lack of Carrier Development and promotion

People work in organization where there are lots of favoritism. Employees who are due for promotion and carrier development are not given the necessary attention. Employees are demoralized by such actions

iii. Workload

Employees are frustrated with plenty workload. Employers do not factor the psychological aspect of the individual.

iv. Work life balance

Strict adherence to reporting and closing time affect employees work life balance. Employees have to set off early from the house in order to meet deadlines and reporting times. Carrier women and couples

end up not having time for family and other social responsibilities.

Consequences

The consequences of these acts are

- i. Increase employee turnover
- ii. Increase health bills of the organization
- iii. Absenteeism
- iv. Cost of productivity are also affected
- v. Accidents and incidents become rampant

Prof. Kwasi Amponsah Tawiah laid out ways of improving mental health wellbeing and productivity at the work place. These includes

- i. Policy for issues of sexual harassment, violence, stress, bullying etc
- ii. Engaging employee in decision making. This makes the employee feels valuable
- iii. Introduction of employee assisted programmes
- iv. Organizing employee wellbeing programmes etc

Conclusion

He concluded by defining health and safety by WHO and ILO which is defined as adaptation of work to man and every man to work. This means the content of work should be adaptable to the employee. It is therefore important to promote at the highest order the physical, mental and social wellbeing of all employees in all occupations through the adaptation of work to their physical and psychological conditions to ensure increased performance. In addition, the aptitude of an individual will send him to an institute, but that which sends him to the altitude is his attitude. Similarly, the collective attitude of employees, which is a reflection of their mental wellbeing is what is needed to get the organization to the altitude.

3rd Speaker - *Dr. Cynthia Sena Kpeglo, FChPA, FCMC*



Dr. Cynthia Sena Kpeglo, Registrar, University of Health, and Allied Sciences

Dr. Sena Kpeglo's presentation focused on, *Office Management and Workplace Productivity*. She referred to Audrey Kaplan & Stan Aronoff (1996) definition of an office.

“... A common understanding of an office building as a workplace is held that, it is the place where the information and knowledge processing activities of an organization, including filing, planning, designing, supervising, analyzing, deciding, and communicating occur. Office buildings developed from the need to plan, co-ordinate and administer these activities”

Office management involves the planning, design, implementation of work in an organisation and its offices (physical or virtual). It includes creating a focused work environment, guiding and coordinating the activities of office personnel to achieve the business goals. According to Dr. Sena Kpeglo, managing the office means the business activities are evaluated and adjusted to improve and maintain efficiency, effectiveness, and productivity. In sum, it is a distinct process of planning, organising, staffing, directing, coordinating and

controlling an office in order to facilitate achievement of objectives of any business enterprise, and basically, no organisational business activity can take place without office management. It is a primary requirement for successful operations and performance. The success of a business depends upon the efficiency of its offices.

Explaining the concept of productivity, Dr. Sena Kpeglo reminded the gathering that productivity is an important aspect of an organisation. Productivity indicates the ratio of output to input (de Been et al 2017). At the individual level work productivity is the employee's capacity to generate product or services needed to achieve the organisational goals. A high work productivity would improve organisational performance (Prakash 2017). For productivity to improve, the quality and appropriateness of the output must be considered always. She identified five (5) Critical Factors affecting employee Productivity at Work:

Work Environment - An employee's work environment influences their mood, drive and overall performance in an organisation. The idea is simple – give your employees a supportive work environment, and they will be productive. The work environment includes structural elements such as lighting, ventilation, furniture and office equipment, however its scope is far beyond material things. It also includes the organisation's work atmosphere. If the work atmosphere is built on principles of cooperation, healthy competition and empathy, employees are going to be highly motivated and driven. Because their workplace is a safe zone for them to express themselves and perform to the best of their abilities. Furthermore, office employees spend most of their time inside the buildings in which they work in, therefore the physical environment of an office or workplace is important to develop a good and healthy working environment. Researchers have found significant effects of physical environment features on job satisfaction, behaviour, performance and indirectly affect work concentration and productivity. Also, temperature, air quality, lighting and noise conditions in the office affect the work concentration and productivity. She added that, a number of studies have consistently suggested that characteristics of the physical office environment can have a significant effect on behaviour, perceptions and productivity of employees. The effects of workplace design, indoor temperature, colour, noise and also interior plants contribute significantly towards employee's well-being and performance.

Processes– They are the administrative procedures, mechanisms, system of doing things/ carrying out activities in the office. Well defined processes, or their absence, has a huge impact on organizational productivity. It is one of the most effective ways to boost team productivity. This is because a process defines a specific sequence of steps for executing a particular task. Therefore, they are the fastest, leanest and most reliable methods for accomplishing tasks. When you have a process, you do not need to waste time figuring out what to do. You just execute.

Goals - Clearly defined work goals are great for boosting productivity levels because they are measures of productivity. Note that organizations measure the productivity of their workers by evaluating if they reached their goals or not. Informing employees of their goals is a great way for them to have a target in mind. It is the perfect way to channel and direct their energy towards productive tasks only. Goal setting alleviates any employee doubts. As everything is clearly outlined in their goals – they won't be wasting time asking questions and can get cracking immediately.

Training/Expertise- Employee's training plays a huge role in how prepared they are for their jobs. The more prepared they are – the more productive they are likely to be. An untrained employee can exert all the effort they want, but if they do not know where to direct that effort, it is going to be unproductive work. Training is not necessarily the simple, role-specific instructions but the important advanced domain-level training important for them to thoroughly understand the field they are working in before understanding what their job entails, because advanced training helps employees understand the bigger picture.

Employee Wellness - Employee wellness is a broad term encapsulating the mental and physical health of your employees. A healthy and happy employee is going to have far more physical and mental resources to invest in their work. This helps them become extremely focused and avoid procrastinating. While sick or stressed employees may finish their work – they tend to have to work far harder and longer than they usually will. This is going to delay deadlines and risk employee burnout.

Managerial Leadership and Communication practices – Strong, Effective, Managerial Leadership (ML) is essential to embedding health within an office. It puts in place measures to:

- ✓ Plan & Organise Work Activities
- ✓ Determine Specific Tasks
- ✓ Prioritise and Sequence Tasks
- ✓ Set Realistic Timetables
- ✓ Resource staff
- ✓ Remove Potential Distractions
- ✓ Engage Staff
- ✓ Provide Supervision and guidance

Dr. Cynthia Sena Kpeglo concluded, that, based on the above, it could be argued that the workplace is a parameter of great importance for an organisation, which affects job satisfaction and productivity. It does not seem sufficient to be considered as merely a place that houses the provision of services. It should rather be described as a means to work optimally, which supports the synergy of the staff and promotes their creativity, both of which are essential for today's office work. In addition, it motivates employees to increase their productivity and achieve performance and organizational goals. Furthermore, a productive workforce is the engine behind every successful business. Having a set of hardworking productive employees will make reaching your goal and target a breeze she added.

7.0 LAUNCH OF ADMINISTRATION PRACTICE EXCELLENCE AWARD



Ing. Dr. Stephen Nana Ato Arthur, FChPA, FCMC, **Head of the Office of the Head of Local Government Service**, and the President of the Accra Branch of CIAMC launched the CIAMC Administrators Excellence award. He acknowledged the essential role Administrators play in all business endeavours irrespective of the size of the organisation, whether global, large or small, and others working as Consultant Administrators.

He stressed that the award is for those who has made a significant impact on the organization they work through outstanding dedication, competence, exceptional performance, excellent service to customers and ingenuity. He was full of praise for the Conference Planning Partners who in consultation with the Conference Advisory Board, and with the blessing of the Board of Trustees of the Chartered Institute of

Administrators and Management Consultants-Ghana, developed the criteria for selecting awardees for the *CIAMC Administration Practice Excellence Awards*.

Ing. Dr. Ato Arthur outlined the award criteria as follows:

Nomination criteria

All nominees for awards within the designated professional categories must meet all of the following general criteria:

- ✓ Demonstrates excellence as a professional administrator consistently
- ✓ Demonstrates responsibility for own professional development on a consistent basis
- ✓ Participates in administration-related activities
- ✓ Demonstrates innovative and progressive ideas in administration
- ✓ Acts as a role model and mentor
- ✓ Demonstrates excellence in interpersonal relationships and communication skills
- ✓ Demonstrates excellence in managerial leadership

The CIAMC Administration Practice Excellence Awards will be divided into:

1. lifetime achievement,
2. the Senior Level,
3. Junior Level, and
4. Administrative Clerks/Receptionist and Secretaries level.

The excellence award recipients will have made a significant impact on the Organization they work for through outstanding dedication, competence, exceptional performance, excellent service to customers, and ingenuity. The Award is intended to motivate and bring out the best in Administrators and deliver superior performance. It is therefore clear that the reward is not an ultimate appreciation, but the one whose work was noticed and recognized as significant cannot help but experience positive emotions

Submission Requirements

- A principal nominator and one endorser are required for each nomination submitted for eligibility consideration.
- Each nomination submission must include an award category selection that the candidate is being nominated for.
- An individual may serve as a principal nominator for three (3) nominations
- An individual may serve as a principal endorser for three (3) nominations
- Nominations of family members or relatives will not be allowed.
- Submitted materials will not be returned.
- Statement of Nomination narrative from the principal nominator **must not exceed 500 words**.
- **The endorser's contact must be included in the application. The committee will contact the endorser to confirm.**
- Supplemental materials will not be considered.
- The Selection Statement must relate to work undertaken and achieved within the calendar year before the conference year.
- Nominators must sign the nomination form to indicate that they agree to the terms and conditions of the awards and signify their agreement to being involved in the awards process.
- Nominees must accept their award nomination before it is forwarded to the judging panel, who will determine the finalists and winners.

Formal acceptance includes agreement to:

- a) Abide by the decisions of the judging panel and that no appeals will be entered into.
 - b) Participate, without cost, in media and promotional activities prior to and following the awards ceremony, as requested and organized by the conference planning Committee.
 - c) Have their photographs and other details relating to their nomination in the awards used for promotional purposes by CIAMC. Information about winners and finalists may be published on the institute's website and in internal and/or external publications.
- Category winners may be required to fulfil an ambassadorial role to promote the awards and the profession.

Recognition

Finalists in all award categories will be invited to attend a statewide awards ceremony where award winners will be announced. The following recognition is available:

Award winners will be acknowledged and receive an award.

Award finalists will be acknowledged and receive a certificate of recognition.

Acknowledgement of finalists and winners will include mentions in media articles and information posted on CIAMC's website relating to the awards programme

He reminded the gathering that, the Award ceremonies shall not only be a time for celebration, but more importantly, a time for showcasing, and sharing experience among peers in quest for excellence. It will also serve as an opportunity to educate the media and the public at large on the values, virtues and the worth of the Administrator.

Corporate Sponsorship

The **CIAMC Administration Excellence Practice Awards** ultimately seeks to help companies to build a strong base by strengthening business fundamentals such as leadership, customer-centricity, people development, process capabilities, knowledge management and elimination of unnecessary micromanaging. It is therefore important that corporate bodies support the initiative with sponsorship. We are inviting Companies, Individuals, Trusts, and NGOs to adopt the various categories of awards so that they will be named after them.

Ing. Dr. Ato Arthur finally declared the **CIAMC Administration Excellence Practice Awards** duly launched.

8.0 ATTENDANCE

i. Physical participation

Members/ Non-members - 95
Partners - 4
District Assemblies - 24
Staff - 6
Media - 17

ii. Virtual participation

Facebook - 808
Zoom - 354
Total -1,308

Media

9 media houses were present. These media house includes

Atinka Media
ATL FM
Ghanaians Time
Ghana News Agency
GBC Radio
Daily Graphic
GTV
UTV
TV3/3FM

STAFF PRESENT

1. Mr. Samuel Mawusi Asafo
2. Mrs. Hannah Ampomea Coffie
3. Mrs. Hilda Nuotah Armah
4. Mr. Maclean Dzieror
5. Ms. Elsie Gbanaglo Dormenyo
6. Ms. Sheila A. Cantreth

9.0 INCOME AND EXPENSES

Total income received amounted to GH¢ 22,650.00

Total expenses on conference amounted to GH¢ 34,301.00

9.1 EVALUATION AND CONCLUSION

The 2021 Admin Professionals Conference was very successful. Although the conference notices to members and non-members was short, participation was very marvelous. Participants expressed great satisfaction with the various presentations from the speakers. They were of the view that the 2021 conference was an improved version of the previous ones. The programme was very educative. However, the program encountered a few technical challenges which had to do with the consistent break and disconnection of the internet for those who were participating virtually. However, the Institute look forward to improving its strategies to avoid such happenings the coming years.

PHOTO GALLERY



PHOTO GALLERY





PHOTO GALLERY





**CHARTERED INSTITUTE OF
ADMINISTRATORS & MANAGEMENT
CONSULTANTS - GHANA**

Professionalism Par Excellence



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