



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



**A REPORT ON CIAMC ADMIN  
PROFESSIONALS CONFERENCE**  
— JULY 2019 —

*By*  
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## 1. BACKGROUND

On Tuesday, July 23, 2019, the Chartered Institute of Administrators and Management Consultants-Ghana, (CIAMC), held the maiden conference, celebrating admin professionals in Ghana. The holding of this important conference presented an opportunity for admin professionals to reflect on tenets of the discipline; demand for personal development, and the integrity of the administration career in the face of demanding customer care and professionalism.

The concept paper defined Admin Professionals as the individuals who constitute the administrative support system of corporate Ghana and beyond. They use various titles in the workplace such as administrator, registrar, executive secretary, office manager, administrative secretary, executive administrative assistant, office clerk, executive assistant, senior administrative assistant, secretary, receptionist, chief executive officer, and even office manager. Other technical categories of administrators include the following;

- ❖ Public sector
- ❖ Board administrators
- ❖ Health service administrators,
- ❖ Court administrators,
- ❖ Nursing administrators,
- ❖ Education administrators
- ❖ Parliamentary service administrators
- ❖ NGO administrators,
- ❖ Business administrators, and
- ❖ Church administrators

In Ghana the public sector alone employs between 700,000 to 800,000 people of which nearly 400,000, that is about 50%, constitute various categories of admin professionals. By holding this first conference, which was under the theme "**Growing Together as Admin Professionals: Partners in National Development**", CIAMC has joined countries like the USA, Canada and Kenya to recognise the tremendous and pivotal of admin professional.

## 2. PRE-CONFERENCE ACTIVITIES

The pre-conference activities aimed at directing the focus of government, the corporate community, and practitioners of the admin profession towards the CIAMC Admin Professionals Conference, with the aim to further improve the public image and awareness of Admin Professionals, whose contribution to organizational survival and national development, is more relevant than ever. In this context a series of activities, events and visitations took place from April to July 2019.

## 2.1 Constitution of Partners and Conference Coordination

The coordination of the celebration activities was undertaken by CIAMC in collaboration with fourteen (14) strategic partners dedicated to the cause of high professional practice in administration for work excellence and recognition. On Tuesday, 12th March 2019, the first meeting with thirteen partner institutions took place at the Conference Hall of the Office of the Head of the Civil Service. Subsequent meetings were all held at the Conference Hall of the Office of the Head of the Civil Service, courtesy, Nana Kwasi Agyekum-Dwamena, the Head of Civil Service.



*Meeting session of Partners*

## 2.2 Partner Institutions

- i. Public Services Commission
- ii. Office of the Head of Civil Service,
- iii. Office of Head of Local Government Service,
- iv. Ministry of Employment and Labour Relations
- v. Ministry of Finance
- vi. Ministry of Local Government and Rural Development
- vii. Institute of Directors-Ghana,
- viii. Chartered Institute of Marketing Ghana,
- ix. Institute of Chartered Secretaries and Administrators,
- x. Association of Health Service Administrators - Ghana,
- xi. Ghana Association of University Administrators.
- xii. Administrative Professionals Association of Ghana
- xiii. Opal Marketing and Management Services
- xiv. Makola Institute





*Picture of some Representatives of Partner Institutions*

### 3. MEDIA LAUNCH OF ADMIN PROFESSIONALS CONFERENCE AND PRE - CONFERENCE ACTIVITIES

The Head of Local Government Service, Ing. Dr. Stephen Nana Ato Arthur, FCMC, launched the conference at the International Press Centre, Accra, on Wednesday, 24<sup>th</sup> April, 2019. The media launch event aimed at achieving the following:

- ❖ Announcing the official commencement of the admin professionals' pre-conference activities
- ❖ Liaising with potential counterparts and sponsors
- ❖ Raising awareness within the business, public and NGO communities
- ❖ Promoting extensive media coverage and individual press house interactions
- ❖ Attracting state officials' attention to admin professionals' issues



He thanked the partner institutions for supporting the efforts and commitment of CIAMC to unite and strengthen admin professionals; to grow in their professional development and create a partnership for organizational growth and national development. He expressed his profound appreciation for the invaluable logistical support provided by the Office of the Head of Civil Service, and the Fellows and senior members of the Institute. The Registrar/CEO of CIAMC, Mr. Samuel Mawusi Asafo presented the concept paper for the Admin Professional Conference scheduled to take place on Tuesday, July 23<sup>rd</sup> 2019.



Mrs. Eunice Osae, Director of Administration at the office of the Head of Local Government Service gave the welcome address during the launching ceremony. Prof John B. K. Aheto, FCMC, appealed to the media houses present to support the conference through adverts, studio discussions, interviews and every other means possible and available to them.



Mr. Kwabena Antwi Konadu, President, GAUA University of Cape Coast, spoke on behalf of partners. He emphasized the advantages of the CIAMC licensing programme and the positive impact it has made on his career and personal performance at the work place.





*Picture of some Representatives of Partner Institutions during the media launch*

Thirty-eight (38) media houses were present for the launch. Our monitoring team confirmed that the following media houses captured the event in their news (both radio and TV): Joy TV, GBC TV, GBC Radio at all Regional stations, Atinka TV, United TV (UTV), Ghana News Agency, Citi News, Goldstreet Business, Graphic Online, and ATL-Cape Coast, (Radio and Online).

## 4. THE MAIDEN ADMIN CONFERENCE

The maiden Admin Professionals Conference took place on Tuesday, July 23rd 2019 at the National Council for Tertiary Education Conference Hall, Legon, Okponglo. The conference was under the Chairmanship of Mrs Janet Fofie, FCMC, Chairman of the Public Services Commission. The main purpose of the conference is to unite and strengthen admin professionals to grow in their professional development.

The specific objectives are to:

- Educate and enlighten members on the tenets of best administrative practices
- Educate the public and relevant stakeholders on the pivotal role of administration in the success of every organization.
- Emphasize the strategic leadership role of the 21<sup>st</sup> century administrator
- Create the urgency in administrators to certify as professionals
- Inspire administrative support staff to develop professionally and move up the career ladder with confidence.
- Develop criteria for celebrating admin professionals, and subsequent admin professional's week.

## 4.1 Conference Speakers

Hon. Ignatius Baffour Awuah, MCMC, a member of the Institute, and Minister for Employment and Labour Relations spoke on the topic 'Harmonizing Professional Expertise for Organizational Effectiveness and National Development.' He expressed concern about the slow pace of decision making in the public service and its impact on businesses. He was worried because the practice was putting Ghanaian businesses at a disadvantage to other competitors.



Prof. Yaw Agyeman Badu a member of the National Development Planning Commission spoke on the theme **The Value and Role of the Administrative Support Staff in Organizations.**

In his presentation, he posed the question; *Do we really appreciate the value of our Administrative Professionals? Do we value their contributions to the institutional effectiveness?* He was worried about the oversimplification of the adage in the management literature, that *“leadership is cause, everything else is effect”*. That is, once you get the leadership right everything falls in place. According to him, this perception has led to society spending inordinate amount of time championing the cause of leadership at the expense of administrative support staff. He encouraged the Institute to continue to expand membership and build awareness of the general public to appreciate what they do. He entreated the CIAMC Board, Fellows and Special Hosts to continue to lead in this endeavour.

Dr. Esther Ofei-Aboagye, spoke on **the Strategic Leadership Role of the 21st century Administrator.** According to her, effective leadership has to be:

- Situational: adaptive, responsive
- Facilitating: enabling, encouraging, backstopping, energizing
- Collaborating: persuasive, consultative
- Coordinating: ensuring everybody knows what they need to know, when they need to know and everything is in place
- Serving: anticipating needs, sustained, fair and equitable to all, non-judgmental
- Reliable: consistent, time-appreciative, results-oriented
- Representative: presenting the issues as you are expected to.

Dr. Esther Ofei-Aboagye emphasized that strategic leadership orientation influences others positively for effectiveness. The individual therefore leads by their example; demonstrates integrity; and takes responsibility for their actions and the results





## 4.2 Launching of Competency Framework

Mr. Sam Okudzeto, FCMC, a Fellow of the Institute launched the competency framework for administrators. He explained that, 'Competencies' describe the knowledge, skills, and behaviours we need to do our jobs. The Competency Framework therefore gives us a starting point and a language we can all use when talking about the behavioural aspects of our work.

## 4.3 Panel Discussion

The panel, made of Lawyer Sam Okudzeto, FCMC, Mr Paul Hammond, FCMC, Professor Yaw Agyeman Badu, and Dr. Esther Ofei-Aboagye led in the discussion of the *problem of punctuality and time management among administrators*. Panellists argued against the concept of 'African Time'. The conference unanimously agreed that the wrong perception of African time did not reflect the traditional African culture inherited from our great grandfathers. The concept is a practice developed out of the indiscipline of our generation.



It was resolved that administrators are the pillars around which institutions exist. Mediocrity in time and resource management among administrators is therefore unacceptable and should not be entertained in any circle. It was resolved that professionalism was the key to the development and sustenance of excellence. All administrative staff with the requisite qualification should be encouraged and supported to take advantage of CIAMC's fast track professional certification programme and become professional administrators.

## 5. Award of Professional Fellowship

Seven members were awarded Professional Fellowship. They are as follows:

1. Prof Mrs. Smile Dzisi, Vice Chancellor of Koforidua Technical University
2. Rev. Dr. Nicholas Apreh Siaw, Pro Vice Chancellor, Koforidua Technical University
3. Dr. Ike J.N.A. Mensah-Livingstone, Registrar of Koforidua Technical University
4. Mr. Godfried K. Boafo, Director of Finance, Koforidua Technical University
5. Mr. Michael Owusu-Acheaw, Librarian, Koforidua Technical University
6. Mr. Charles Dondieu, Chief Director, Ministry of Local Government and Rural Dev't
7. Mr. Rockson Dogbegah, CEO of Berock Ventures Limited



## 6. Citation for Sponsors and Speakers

### Speakers receiving their citations

The three speakers, that is, Hon Baffour Awuah, Prof Yaw Agyeman Badu, and Dr. Esther Ofei-Aboagye were given citations in recognition of their role in making the conference a success.





## Sponsors receiving their citations

The main sponsors namely GOIL Ghana Limited, Baj Freight and Logistics, Industrial and Engineering Services Limited, Ghana Ports and Harbour Authority (GHAPOHA) and Berock Ventures Limited were also given citations.



## General Questions, Comments and Suggestions Time





## 7. FUND RAISING ACTIVITIES

Being the maiden conference, participation was free to all participants. It was estimated that the conference will cost about one hundred thousand Ghana Cedis (GHc100,000.00). The Institute budgeted to host about five hundred (500) participants across the various industries across the country. An appeal was made to members to support this very important national course. Contributions came from the following sources:

- a) Individual CIAMC Members
- b) Employers of CIAMC Members
- c) Friends of CIAMC
- d) Friends and well-wishers of Admin Professionals

A total of forty-seven thousand, one hundred Ghana Cedis, (GHc47,100.000) was raised. The details are as follows:

<b>A. Corporate Institutions)</b>	<b>GH¢</b>
1. Baj Freight and Logistics Limited	5,000.00
2. Berock Ventures Limited	5,000.00
3. Industrial and Engineering Services Limited	5,000.00
4. GHAPOHA	1,000.00
5. Ghana Oil Company Limited	<u>20,000.00</u>
	36,000.00
<b>B. Fellows &amp; Senior Members</b>	3,500.00
<b>C. Other members of CIAMC</b>	
• Full Members	2,450.00
• Associates	2,400.00
• Licentiates	2,550.00
• Graduates	100.00
• Affiliates	<u>100.00</u>
	7,600.00
<b>Total</b>	<b>GH¢<u>47,100.00</u></b>

### Conference Expenses

A total amount of forty-seven thousand three hundred Ghana Cedis (GH¢47,300.00) was spent on the conference as against donations of Ghs47,100.00 received. The pre-conference activities were solely sponsored by internally generated funds. The huge shortfall in projected income from sponsorship compelled a drastic cut in planned activities including a change in venue for the conference. The three months planned outreach programme was cancelled amongst other educational programmes.

## 8. SPECIAL HOST (CIAMC FELLOWS)

- Mr. Sam Okudzeto, SAG. MOV., Okudzeto Chambers
- Ehunabobrim Prah Agyensaim VI, CEO, Industrial and Engineering Services
- Mrs Janet Fofie, Chairperson, Public Services Commission
- Nana Kwasi Agyekum-Dwamena, Head of Civil Service
- Ing. Dr Stephen Nana Ato Arthur, Head of Local Government Service
- Mr Paul Hammond, Chairman, Board of Trustees, CIAMC
- Professor Bright John Kobla Aheto, Chairman Education and Examinations Committee
- Nana Dr. Albert Brown Gaisie, Former Chief Fire Officer

## 9. ATTENDANCE

A total of two hundred and seventy-six (276) people participated in the maiden Admin Professionals Conference. This is made up of the following:

• Partners	13
• CIAMC Members	62
• Reps from Media	18
• Reps from Invited Institutions	183
<b>Total</b>	<b><u>276</u></b>



## 10. THE PLANNING AND IMPLEMENTATION PARTNERS



## 11. FRIENDS FROM THE MEDIA IN ATTENDANCE

1. GTV
2. GBC Radio
3. Ghanaian Times
4. Goldstreet Business
5. Ghana News Agency
6. Atinka TV
7. CITI News
8. TV3
9. GH ONE TV



## 12. POST-CONFERENCE EVALUATION SESSION



The partners met on Wednesday, 28<sup>th</sup> August 2019 and did a comprehensive evaluation of the conference. It was admitted that:

- i. **Change in venue from Accra Central to East Legon:** Moving from the College of Physician and Surgeons to the National Council for Tertiary Education Conference Hall three days to the programme affected attendance. Those who could not be contacted went to the original venue, and could not move to the new venue because of traffic challenges among others.
- ii. **The venue:** National Council for Tertiary Education Conference Hall (NCTE) was excellent and should be maintained for the next conference until we are able to raise enough funds
- iii. **Fund Raising and Sponsorship:** The fund-raising strategy was not effective. Potential sponsors should be contacted latest by the middle of the first quarter of the year. Participants in subsequent annual conference should pay for participating.
- iv. **Achieving Conference Objectives:**
  - use the fast track intensive package for administrators across the country and industry at the same time
  - The fast track package should be extended to July 2020
  - The Institute should commence equivalent fast track package for the junior level administrative staff immediately
  - Organize regional or zonal conferences ahead of future National Conferences
- v. **Guest Speakers:** The three speakers were excellent. The individual presentations complimented each other
- vi. **Catering Services:** The food was excellent, but the managers need to improve upon protocol services.
- vii. **Press/Media Coverage:** Increase budget for media to ensure the media houses make an extensive coverage and broadcast of the event.
- viii. **Publicity:** The Institute should fulfil its promise and send the conference report to all sponsors and future collaborating partners.

### 13. CONCLUSION

The maiden conference was a great success as it brought together participants from all levels in Administration. The presence of Chief Executive Officers, Administrative managers, Secretaries and Clerical staff made the occasion unique. The objectives of educating and enlightening members on the tenets of best administrative practices; educating the public and relevant stakeholders on the pivotal role of administration in the success of every organization; emphasize the strategic leadership role of the 21<sup>st</sup> century administrator; create the urgency in administrators to certify as professionals; inspire administrative support staff to develop professionally and move up the career ladder with confidence; and develop criteria for celebrating admin professionals, and subsequent admin professional's week was satisfactorily achieved.



## Main Sponsors



**GOIL** was incorporated as a private limited liability company on June 14, 1960 as AGIP Ghana Company Limited with the objective of marketing petroleum products and related products particularly fuels, liquefied petroleum gas (LPG), lubricants, bitumen, and speciality products in Ghana.

**Office:** Junction of Kojo Thompson and Adjabeng Roads,  
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**Berock Ventures Limited** is a Chartered Building and Civil Engineering wholly owned Ghanaian Limited Liability Construction Company registered in Ghana since 1993. Committed in the use of appropriate and sustainable infrastructure development solutions delivered in a timely and quality manner.

**Office:** Spintex Road, Kotobabi Cambodia  
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**BAJ Freight and Logistics Limited (BAJ)**, a fully Ghanaian owned company was registered as a business in 2009. The company is one of the key companies in the freight forwarding industry and a leader in providing customs brokerage, freight forwarding and logistics support in various sectors including the oil and gas sector.

**Office:** 1st Floor Dennis House, Plot 15 Harbour Road. Tema - Ghana  
**Tel: 233 303 200749**  
**Email:** info@bajfreight.com



**I.E.S** is a mining services company, which has been in active business for over twenty years in Ghana. I.E.S was incorporated on the 13th November 1988 with its nature of business being; Manufacturer's representative, import, export and sale of engineering goods.

**Industrial Engineering Services Gh. Ltd.**  
2 Second Close, Volta Street,  
Airport Residential Area, Accra - Greater Accra  
**Telephone:** 0302 773474 / 0302 776460



**Ghana Ports and Harbours Authority (GPHA)** is a Statutory Corporation established under Ghana's Provisional National Defence Council Law (PNDCL 160) of 1986 to build, plan, develop, manage, maintain, operate and control ports in Ghana.

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