THE BASIC BUT IMPORTANT SKILLS OF AN ADMINISTRATIVE OFFICER

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An effective Administrative Officer must possess three basic personal skills – technical, human and conceptual. These personal skills may sound simple but it implies the wholesome personality of an AO.

Technical skills focuses on understanding of and being proficient in a specific kind of activity particularly one that involves methods, processes, procedures and techniques. It also deals on specialized knowledge, analytical process within that specialty and the know-how to facilitate in the use of tools, and techniques and technology. Among the three basic personal skills, it is perhaps the most familiar because it is the most concrete and this is the skill that required the most number of employees.

Human skill speaks on the ability to work effectively as a group member and to build cooperate effort within the team he leads. If technical skill is primarily concerned with working with things or procedures, so human skills is deeply concerned with working with people. This skill is demonstrated in the way a person perceives and deals with his superiors, equals and subordinates. He is aware of his own attitudes and assumptions about other people and groups.

Conceptual skill on the other hand involves the ability to see the company/institution as a whole. It also includes recognizing how the various functions of the organization depends on one another and how changes in any one part affect all
the others. It also extends to visualizing the relationship of the company to the community, political, social and economic forces as a whole.

Recognizing the basic but important skills of an AO, and perceiving these significant elements in any situation, the AO should then be able to act in a way which advances the over-all welfare of the total organization.

References:

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