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## **Introduction**

For every organization, Institution, society, there is a need for administration and management of some sort. This is to enhance smooth running of that particular organization. In this lesson I will be unpacking and discussing the importance of administration and management mainly in a business. Administration and management require skills to be done correctly. We refer to such skills as administration and management skills. Administration skills are the skills which help one to complete tasks which are related in managing a business. These skills are important for keeping business processes running smooth. So, a good Manager of any organization should have good administration skills for good business organization, communication, team work among coworkers and responsibility. To be a good Manager, it is also advisable that one improves his/her administration skills through education and exposure. It should be noted that administration skills need to be combined with management skills for good success of a company. Management skills are abilities that an administrator should possess to fulfill specific tasks in an organization. These skills are also developed through practical experience and through exposure. It is worth noting that skills of management have different types. In my essay through research, I will be defining the types of the different management skills that are essential for any company's Manager, the importance of these skills in the growth of a company and how they should be applied in a business. In the information which I gathered, it is clear that to be a good Manager one needs to possess good both **administration** and **management skills**.

## **Administration And Management Skills**

As earlier mentioned before, a good Manager should possess good administration and management skills. Management skills come in different types and it is very important for a Manager to have these types of management skills.

- a) **People Management Skills:** This skill focusses on managing your team. It requires a Manager to be able to manage his people with emotional intelligence. The manager should know about his team members on both the personal and professional level.
- b) **Communication skills:** Effective leaders must have good communication skills including verbal, written and listening skills. Good communication skills create positive attitude within working environment. An open and positive attitude goes a long way to create healthy and work-friendly environment. In addition to the ability to communicate, a good leader should also be a good Listener. For someone to be able to solve any problem, they should know the problem first through listening from the source. For problem well stated is problem half solved. Listening skills can be improved by: stop talking and listen, focusing on the speaker, respecting the other person, be careful with interpretations, avoiding distracting actions such as looking at mails or shuffling papers.
- c) **Technical Skills:** These skills are developed through work experience, job training and formal education. These skills help the Manager to be able to understand and be able to apply technical knowledge in a business.
- d) **Leadership skills:** A good Manager should be good Leader. In general terms best managers are basically inspirational and effective leaders. It is said effective Leaders

used to lead by example as much as by direction. So this skill of leadership is a must possess for a Manager to correctly guide and direct the team.

- e) **Conceptual skills:** This skill is needed for analyzing complex situations. This has to do with reasoning power of the Manager. A Manager must be very good at looking at situations and be able to analyze them in a correct and positive manner. This builds confidence and trustworthiness to his superiors and the people he is leading. Once a Manager is trusted, there is unity in the business. Once there is unity in the business, there is growth.
- f) **Problem Solving Skills:** A good Manager is a good problem solver. A Manager should have the ability to solve any arising problem within the company. Solving a problem involves, first identify the problem then look for the best way to manage it, then find the best solution for the problem.
- g) **Time Management Skills:** A Manager should know how to meet time frames. He should be able to develop strategies that will make him to meet deadlines. It might require him to make some sort of “token of appreciation” to his workers in order to meet some deadlines. A Manager can improve his time management skills by: Focusing on the most important tasks first, prioritizing tasks, fixing a specific time for attending phone calls and answering e-mails, and eliminating unnecessary paper work.  
  
[<https://www.youtube.com>]
- h) **Directing and oversight:** Take charge and tell people what to do. Give orders to your team members. A good Manager should possess such directive skills for proper direction of the company.

Dr. Jamey M. Long in his book '*Management and Leadership Skills that affect Small Business Survival*' wrote that, Radipere and Van Scheers-2014 once said that essential management and leadership skills included communication, interpersonal skills and goal setting. He further mentioned that many small businesses do not survive past the first years of their operations. For example, 40 percent of new businesses fail in their first year, 60 percent fail in their second, and 90 percent fail in their ten years. To me, this indicates that most businesses lack administration and management skills which will keep them going during trying times. In general terms if a business will be operating for long, it must have mastered some skills, but in this case most businesses fail more if they live long. *The Bureau of Labor Statistics-2015*, also demonstrated the same nature of business failure when he writes that in the retail trade industry, approximately seventeen percent of new businesses ventures fail within their first year, thirty four percent fail in their three years, and forty three percent fail in their five years of existence. This analysis to me, is caused by poor or no administration and management skills which play a very important role in the success and failure of any business. A good Manager should be learning from previous mistakes or failures. So if a business fails after long survival, yet it is believed that it should have survived many trials, this means that the Management of the company could not learn from previous mistakes and difficulties and analyze them to help them overcome present situation. A good Manager should be able to better use and improve previous successes to improve present success. Also he should be able to analyze and understand the courses of previous failures to avoid or prevent present situation that may lead to failure.

Dr. Jamey M. Long in his book '*Management and Leadership Skills that affect Small Business Survival*' wrote that, Nummela et al-2016, said 'one reason that contribute in the failure of

business is the lack of managerial experience and leadership skills'. The theoretical framework for this study was derived from the 5Ps strategic direction and management model which was developed by Pryor, Toombs, Anderson and White in 2010. The 5Ps were: **Purpose**-These described the business's mission, vision, goals and objective of the business. For a successful business the business purpose should be clearly defined. **Principles**- These are the guiding philosophies, assumptions or attitude about the business. They need to be well analyzed and understood by the front liners of the business personnel. **Processes**- They include the organizational structures of the business, Systems and procedures used within the business. **People**- they are the individual employees and team involved or work within the business. **Performance**- They are the metrics, measurements and expected results that indicate the status of the organization, which were used as criteria for decision making. The above 5Ps strategic direction and management model foam a guideline to follow for every Manager in a business setup.

In my own understanding business **management** is the execution of a task or process. A management in a business consists of the supervisory and administrative functions that are used to oversee the processes. Management is very crucial to the directing of activities and controlling people who are involved in the business in order to achieve the required business objectives. As clearly shown that management co-works well with leadership, so to me **leadership** is the ability for someone to be able to motivate others to work so as that an objective is achieved. Leadership could be said to be the process of influencing people to work to achieve a stated goal.

‘Businesses which have achieved success, practice good decision making, management and leadership practices, communication ,innovation, networking and calculated risk- taking, this was according to *Lekhanya and Mason, 2014; Popescu, 2014*. So this tells us that any business success or failure seems to be linked to its administration and management capabilities. Another important factor of business success or failure could be the use of technology in the company. Most businesses use modern technology to modernize their business practices and implement the administrative and managerial practices. Then for better and reliable service delivery technology use is very key especially to business Managers who are key players of a business.

*Rauch and Rijdsdijle in 2013* wrote that Managers with excellent business training and financial knowledge contribute to overcoming the company’s barriers to financial planning and competition’. This introduces another important wing of business success or failure- the financial knowledge. For a business to succeed or fail, the financial aspect of it plays a remarkable role. It is then very crucial for a business Manager to at least have a knowhow of finance management. In actual facts one cannot manage something which he/she does not understand. The key objective of starting any business is to generate money, so money within the business is the most important aspect thus it needs proper handling.

Through researches and studying, I have realized that there is another unnoticed factor for business failures and successes. This is the psychological cost of failure or success. Business owners and Managers should learn how to administer and manage psychological reactions among their staff members. Healthy mind means healthy service delivery. It is then important for business Managers to know what affect their staff either within the workplace or personal issues.

A good Manager should at times be a Councilor or a life coach, for the good delivery of the company.

After all the necessary skills of running a successful business are correctly applied, there is another “must have requirement” by the business owner or Manager. That is **authority**. No matter how good a business Manager can be, but without him having authority over his staff, the business cannot run smooth. Authority is the necessary part of any organizational life. *Max Weber* in his theory of *Social and Economic organization 1947*, suggests that there are three types of authority: traditional authority- One which found in Monarchies. Charismatic authority- one gained through an individual’s special abilities, vision or sense of destiny. Legal authority- one gained through position held by a person. It resides mainly in the office rather than the person. It is derived from laws established by legislative bodies to govern the ways in which a society agrees to function.

Authority, as a very important tool which a Manager should have, will allow him to delegate power or duties or tasks to other people. When delegating a task, a Manager should provide the necessary authority for the person to whom they have delegated to be successful. To avoid the risks of delegation which include but not limited to: the risks of failure to the delegated member, the Manager must understand the staff fully of his skills and capabilities. A good Administrator and or Manager is one who knows how to accept blame and apologize accordingly, to take corrective measures where he has done a mistakes.



## **Conclusion**

From this lesson, it is quite evident that administration and management is in every sphere of our day by day living. Could it be in our families, churches, workplaces, anywhere where there is interactions among people, it comes to play. This concludes that administration and management becomes key, not only in businesses but also in international decision making. If world leaders could be the good leaders as described in this discussion, then the world would be occupied by good people, then becomes a very conducive space to live on. I believe and I am very sure that if our world leaders, whom I can call them our “Managers,” can possess all the skills a Manager needs to run a business, there could be peace and stability in the world. For a business to survive and produce it needs good administration and management skills like peoples management skills, communication skills, technical skills, leadership skills, conceptual skills, problem solving skills, time management skills, and directing skills. So I look this in a broader meaning that if Leaders can have all these skills in their leaderships, the world could be economically, financially, environmentally and educationally successful. For example if Leaders can be able to use the skills of leadership and communication correctly, they can be able to convince their people to take care of their environment-stop environmental pollution-avoid global warming, re-duce, recycle and re-use material to avoid hazardous land pollution. Nevertheless, this can start from our businesses by Managers that if they can strive to be good Administrators and Managers of their businesses, all other sectors of life can follow. If everyone can possess listening and problem solving skills, wars and misunderstandings among nations can stop and nations live peaceful. So, let us all learn to be Managers of our own. Let us avoid conflicts in our families, businesses and nations. Good administration and management is a source of good living amongst people, so we should all apply it for our good sake.

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