

The Distinctive Characteristics of Public Administration as the Hub of Every Human Organization: A Conceptual Analysis

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Abstract

Since time immemorial, government and governmental agencies has continued to dominate the scope of human activities. While governmental functions includes the provision of leadership, maintaining order, providing public service, providing economic and national security as well as providing economic assistance, the actors that is the fulcrum and hub upon which these activities are implemented is Public Administration. Accordingly, Public Administration, which deals with the science of getting things done in the most efficient ways, will therefore continue to be a popular study and generate much interest. The objective of this paper is thus, to analyze the distinctiveness of this field; which is both an academic field of study and a profession. Public Administration is saddled with the task of planning, organizing, directing, coordinating and controlling the operations, workings and activities of a group of people. In x-raying this uniqueness, it was revealed that public administration is concerned with public policy and how it can be used to improve societal conditions. Thus, it focuses on providing services to the general public and ensures a good and safe life for people. At the end, it is revealed that Public Administration indeed permeates every facet of human existence because anywhere people live; there is a form of administration. That is why administrators are expected to cultivate the characteristics of tact and ingenuity.

Keywords: Uniqueness, Public, Administration, Society, and Human Organization

Introduction

People make up the universe. The universe is made up of societies. For societies to continue to exist there must be the coming together of people who agree to share a common goal, aspirations and objectives. In accepting to exist as a group, they have consciously or unconsciously given up some of their rights to aggregate a common pool of rules for the sustenance of togetherness. Individuals in this state of existence begin to find themselves accountable to each other in one form or the other. Rules of living come into play. Knowingly or unknowingly, members of this hypothetical scenario have engaged in administration. This is the reason we say that administration is as old as human existence Wilson (1887) in Adebayo (1992). It is the collective and mutual agreement and indeed as Keeling (1972) in Adebayo (1992) puts it, the rightful process of public service for citizens for the sake of their wellbeing and the following generation's good through strengthening mutual relationships, competitiveness of the communal economy and practical increase of

social utility through the effective allocation of scarce public resources.

The word public administration is the combination of two words: public and administration. 'Public' mean people in society generally. 'Administration' is the art of coordinating people in society to achieve a common objective, Wilson (1887) in Adebayo (1992). When people come together, they have an aim, an objective or a purpose for their coming together. The processes or activities to ensure that the said objective, aim or purpose is realized are called 'administration'. In every sphere of social, economic and political life there is a form of administration, which means that for the proper functioning of any organization or institution or group of people, it must be properly ruled, coordinated or managed and from this concept emerges the idea of administration.

Accordingly, Adebayo (1992) maintains that Public Administration is a discipline that is concerned with the organization, coordination, formulation and implementation of rules and public policies for the welfare of the people. As

man is a political being, he functions in a political setting to accomplish the goals and objectives, which are formulated by the political decision makers. The focus of public administration, thus, is on public welfare. To this end, Public administrators are public employees working in public departments and agencies, at all levels of government. Public administration is "centrally concerned with the organization of government policies and programs as well as the behavior of officials (usually non-elected) formally responsible for their conduct" (*Encyclopedia Britannica, 2020*).

The goals of the field of public administration as posited by Pfiffner (2017) are related to the collective, acceptable and democratic values of improving the welfare, equality, justice, security, efficiency and effectiveness of public services in a non-profit arrangement: Public sector organizations, for which Public Administration is domicile, strive to provide infrastructural stability to ensure that the needs of the people are properly met at all times. From providing transportation resources to enacting laws that protect citizens' rights, public administrators use a range of public policy tools, resources, and strategies to create a secure social and economic structure for the general well-being of the people (Pfiffner, 2017).

Public administration essentially hold the responsibility of providing communities with access to basic necessities, such as shelter, education, and public utilities, and must operate effectively and efficiently to fulfill this role successfully to sustain highly functional, peaceful and welfares' societies, Ston (1916). To achieve these goals, Pfiffner (2017) maintain that, professionals and indeed the practitioners in this industry are tasked with closely interacting with members of society consistently to understand their concerns and collaborate on formulating solutions. Additionally, when larger issues or situations occur, such as violence, natural disasters or other threats, operators of the public administration must act on behalf of the community to confront these problems and move toward effective solutions to help preserve public safety and well-being. In this case, according to Adebayo (1992), actions

such as developing communication plans for emergency scenarios or constantly evaluating potential threats to public security are extremely important, as preparedness can aid with a timely and coordinated response to meet public needs when unexpected events occur. In a nutshell, this is the crux of this paper; the uniqueness of Public Administration.

Proceeding further, we can safely summarize that Public Administration is unique in the following ways; it serves the public interest, it deals with the formulation of rules, procedures and policies, it fosters transparency of government, it ensures equality in society, it ensures compliance of public rules and policies, it is responsible to state of governmental administrative functions, it collects tax on behalf of the government, it focuses on service-delivery and not profit-making among others.

Understanding Public Administration

It should be understood from this beginning that Public administration is both an academic discipline and a field of practice. And like all other subjects in the humanities, there is no clearly and universally acceptable definition of Public Administration. This is so because, the scope of the subject is so great and so debatable that it is easier to explain than define, Adebayo (1992). As beginners in this Course, you are enjoined to understand that Public administration is a field of study (i.e., a discipline) and an occupation. However, we shall attempt a few definitions from scholars and then deduce our definition.

According to Appleby (1950) in Onah (2015), Public Administration is "public leadership of public affairs directly responsible for executive action". This definition in the view of Onah (2015) is premised on the environment of a democratic structure. In a democracy, it has to do with such leadership and executive action in terms that respect and contribute to the dignity, worth, and potentials of the citizen. To Gordon (1967) in Frantzeh (2013), he sees Public Administration "as a public instrument whereby democratic society may be more completely realized." This implies that it must relate itself to concepts of justice, liberty, and fuller economic opportunity for human beings and is thus concerned with "people, with ideas, and with things" Frantzeh

(2013).

Drawing from the publication of Woodrow Wilson's essay, "The Study of Public Administration" in 1887, which indeed is generally regarded as the beginning of Public Administration as a specific field of study. Ringeling (2013) asserts that Public Administration deals with the stewardship and implementation of the products of a living democracy. According to her, the key term "product" refers to those items that are constructed or produced such as prisons, roads, laws, schools, and security. This is so because, as implementers, public administrators engage these products as yardstick to showcase their stewardship to the people. They participate in the 'doing' and 'making' of the "living" democracy. A living democracy is an environment that is changing, organic, imperfect, inconsistent and teaming with values. "Stewardship" is emphasized because public administration is concerned with accountability and effective use of scarce resources and ultimately making the connection between the doing, the making and democratic values, (Ringeling, 2013).

According to Lalor, (2010) a society with a public authority that provides at least one public good can be said to have a public administration whereas the absence of either a public authority or the provision of at least one public good implies the absence of a public administration. He argues that public administration is the 'public provision of public goods in which the demand function is satisfied more or less effectively by politics, whose primary tool is rhetoric, providing for public goods, and the supply function is satisfied more or less efficiently by public management, whose primary tools are speech acts, producing public goods' Lalor, (2010). Suffice it to say that, the moral purpose of public administration, implicit in its acceptance of its role, is the maximization of the opportunities for the public to satisfy its wants.

At this juncture, it is safe for us to say that Public Administration refers to the organization, coordination and management of men and materials to achieve the goals of any collectivity of people. Thus, it is the means, actions, arrangements and processes by which the policies, programs, purposes and goals of

government are achieved. The administrator, in whatever name or rank he/she is called is the actor in this milieu. He/she interprets analyses, monitors and implements policies and programs of government. The ultimate goal of public administration is the public good with an emphasis on effectiveness and efficiency.

Therefore, Ringeling (2013) assert that Public Administration is a field of study that is concerned with the systematic application of public policies and programs formulated by the state. It relates to the administrative functions carried out by the government. It focuses on providing services to the general public, to ensure a good and safe life for people.

Public Administration in everyday Existence

It is imperative to note that, administration happens every day everywhere. Consciously or unconsciously, we engage in one form of administration or the other. An individual who decide to travel and sets an alarm in order to wake up at a specified time for the journey, he wakes up as the alarm rings, then embarked on the said journey has demonstrated a form of administration. If two friends agree to read at particular hours of the day in their rooms at rotational level, they maintained such regimen and eventually passed their examinations, have practiced a form of administration. A man and woman who agree among themselves to be legally married as husband and wife, submitting and loving or caring for each other to the extent of bearing children, are involved in administration. That is why we agree with the submission of Simon, Smithburg and Thompson, (1950) in Adebayo (1992) when they said, "when two men co-operate to roll a stone that neither could move alone, the rudiments of administration have appeared"

Accordingly, there is administration anywhere two or more people live. In the church, the mosque, the club, the family, school, university, private organization and government institutions. Administration exists in these set ups because, each one consists of human beings brought together in a hierarchical set-up, making use of tools, equipment, human and material resources, all in the quest to attain the objective for which the organization was established. Thus,

the bishop in the church, the imam in

the mosque, the field marshal in the army, the vice chancellor in the university, the husband in the family, the managing director or chairman of an industrial or business enterprise, each has under him a hierarchy of subordinates, each with functions and responsibilities assigned for the accomplishment of the objective or purpose of the organization Adebayo (1992).

The progress and success of each of these units of human beings according to Adebayo (1992) require planning, co-ordination, organizing, command and control. All these, therefore, constitute administration. The farmer who thinks of what piece of land to cultivate and what variety of crops to plant is involved in one form of planning, coordination and control. The same is for the kiosk owner on the street or the petrol station merchant. In a large organization such as a government agency, hundreds of workers are brought together and distributed for work in the various departments. These workers are graded in different levels of authority and are assigned specific functions, all for the attainment of the goals of the government. It is imperative to state here that the theatre for the practice of administration is an organization Onah (2015). He submitted that an organization is simply a group of people who agree to come together for the purpose of the achievement of certain objectives. Thus, organizations are created by people of like minds for the accomplishment of specific goals and objectives.

Accordingly, as it is in government establishment, so it is in private business enterprises in so far as people are involved at different levels of authority, but all working for the achievement of the objective of the establishment. Summarily, they depend and rest on administration because as B. Adams, (1913) in Adebayo (1992) puts it, 'administration is the capacity of co-coordinating many, and often conflicting, social energies in a single organism, so adroitly that they operate in a unit'.

Suffice to add further that, organizations, societies, clubs, churches, mosques, families, nation-states and of course every gathering of human existence are established for specific

purposes and their performance is measured by the extent to which they can achieve such a purpose. In the course of devising means of achieving such a purpose, these units of people make use of various resources. These resources are to be utilized effectively if their goals are to be achieved. Therefore, the fundamental issue critical to the success of these organizations, in terms of goal attainment is essentially what is termed administration. Accordingly, as we see the practice of administration in every day existence, it is safe to say here that, administration is the process of getting things done through people and making judicious use of scarce resources to achieve a desired objective, Onah (2015). Put differently, administration is the process of acquiring or appropriately harnessing scarce resources to achieve a pre-determined goal.

The Uniqueness of Public Administration

In the opinion of Frantzeh (2013), if you have an interest in serving the public and impacting your community, Public Administration may be your right choice. Public administration focuses on social responsibility and civic engagement. So it's a perfect area of study if you like working with people. Onah (2015) says that it also emphasize ethical behavior and decision-making, preparing you to confront the challenges facing our diverse communities.

Adebayo (1992) lists tact, sympathy, flexibility and perseverance skills as useful for understanding different perspectives since you will work with a variety of communities and groups. He insists that in your pursuit to study Public Administration, you might take courses like Public Institutions and Values, Ethical Leadership in the Public Sector, Non-profit Management and Leadership, and Criminal Justice Administration among others. Some public administration programs will also let you choose a specialization, allowing you to focus your studies in a content area that interests you.

Accordingly, Public administration consists of getting the work of the government done by coordinating the efforts of the people so that they can work together to accomplish their set tasks...managing, directing, and supervising the activities of thousands, even millions of workers so that some order and efficiency may result from their efforts,

Nwankwo (2011). He remarks that holding key positions as innovators in politics, academia, and the private sector, public administrators' duties are manifold and include improving healthcare and education systems; pursuing equality and social justice; supporting industry and economic growth; and promoting community sustainability and environmental protections, to name a few. That is why Okoye (2001) cited in Nwankwo (2011) says that public administrators influence many areas of civil service, their efficiency is especially valuable in the following areas.

Public Needs: Public administration entities hold the responsibility of providing communities with access to basic necessities, such as shelter, education, and public utilities, and must operate efficiently in order to fulfill this role successfully and sustain highly functional societies. To achieve these goals, according to Pfiffner (2017), professionals in this industry are tasked with closely interacting with community members constantly to understand their concerns and collaborate on formulating solutions. Additionally, he maintains that when larger issues or situations occur, such as violence, natural disasters or other threats, leaders of the public administration entities must act on behalf of the community to confront these problems and move toward effective solutions to help preserve public safety and wellbeing. In this case, in his view, actions such as developing communication plans for emergency scenarios or constantly evaluating potential threats to public security are extremely important, as preparedness can aid with a timely and coordinated response to meet public needs when unexpected events occur.

Governance: Again, Pfiffner (2017) submits that Public administrators must have a clear and accurate understanding of governing issues and be able to act in the interest of all parties involved, ranging from the broader public to specific branches of government, in order to help their respective entities properly address pressing social and economic challenges. For example, 'in a high-crime city, some administrations turn to policy reforms, like aggressive sentencing for lower-level crimes

that make a criminal lifestyle less appealing' Pfiffner (2017). Other administrators might go with a different, more community-oriented approach, such as focusing on rehabilitation efforts within the prison system to help reduce recidivism rates. Thus, to him, through these skilled governance initiatives, a team of public administrators can effectively implement solutions to problems involving crime, human rights, and public safety in a way that addresses the needs of all those involved.

Public Policies: To Adebayo (1992), drafting acceptable public policies is an important role for a public administration professional, as these policies determine how organizations interact with and serve the community. Additionally, residents of a given community will use their understanding of these policies to generate their individual expectations for the government and to determine how they should interact with government entities. In the process of drafting public policy, public administration professionals must consider the potential impacts of their decisions from several angles. Many decisions require public funds that directly affect taxpaying citizens, so understanding how these individuals might perceive the decision to revamp public school transportation practices, for example, would be essential when planning and communicating any proposed changes. Other factors should also be considered, including the availability of funding as well as other public priorities that could be affected or put on hold because of a particular policy or decision, **Adebayo (1992).**

Diverse social perspectives on public policy and the potential ways that various groups might be impacted by policy implementation should also be an area of concern for every public administration professional, **Adebayo (1992).** These individuals must recognize the potential risk of, in the words of Pfiffner (2017), alienating certain demographics by enacting unbalanced policies. For, according to him, to avoid or minimize any negative impacts on the communities they serve, administrators responsible for creating fair public policies should confirm that their ideas are sound by seeking the input of other public administration professionals and members of the public

community. By incorporating the thoughts and concerns of the many involved parties, **Adebayo (1992)**, holds that, a skillful public administration professional can develop and implement strong public policies that help to enhance their community.

Social Change: All societies are constantly in motion, and therefore, they are continually undergoing an array of unexpected changes, Nwankwo (2011). This is why he posits that, as public administrators are tasked with the critical responsibility of acting as leaders during times of sudden social change or confusion, a key factor for any public official is an understanding of societal changes on all levels; globally, nationally, and locally. This knowledge to him, allows public officials to connect with their communities in ways that help the public to understand how changes will impact them specifically so that they can begin to prepare for said changes. This important element he maintains helps public administration professionals build trust and confidence while limiting the spread of fear and anxiety among the range of communities they serve.

Pfiffner (2017) agrees that, Public administration organizations are the interface that the public uses to interact with their government and to understand the societal change in the world around them. He says that, the public also relies on these organizations to provide public services, keep their communities operating smoothly and ensure that organizations are working efficiently to maintain stable societies. It is in this regard that Richard (2009) submit that, advanced coursework in a public administration discipline is an excellent way for aspiring professionals in this field to prepare themselves to face the many challenges and responsibilities associated with a demanding career as a public administrator.

Service Provision: Public sector organizations strive to provide infrastructural stability, ensuring that the needs of the people are properly met at all times. From providing transportation resources to enacting laws that protect citizens' rights, public administrators use a range of public policy tools, resources, and strategies to create a secure social and economic

structure.

It is the Basis of Government: Nwankwo (2011), holds the view that, a state can exist without a legislature or judiciary, but not even the most backward state can do without administrative machinery. According to him, the modern state cannot confine its field of activities to mere maintenance of law and order, the dispensation of Justice, the collection of revenue and taxes and participation in welfare activities. The modern welfare state he says, is expected to provide more and more services and amenities to the people. To this end, we can safely say that, Public Administration is the machinery used by the state to place itself in a position to make plans and programs that can be carried out.

It is People-Centered: Furthermore, Nwankwo (2011) explains that, Public Administration involves the harnessing of people in a coordinated manner to achieve a specific objective. That is why according to him; today every aspect of human life comes within the range of Public Administration. Various departments of government such as education, social welfare, food, agriculture, health, sanitation, transport, communication etc. are run by the Department of Public Administration, he maintains. Thus, to him Public Administration is rendering various types of services to the people from birth to death of an individual.

It is a Stabilizing Force in Society as It Provides Continuity: Public Administration is carried on by the civil servants, who are the permanent executives, **Adebayo (1992)**. In his view, Political executives i.e. Ministers may come and go, and systems of government or constitutions may undergo change but administration goes on forever. Hence, Public Administration is a great stabilizing force in society. It is a preserver of society and its culture.

It is Everywhere: **Adebayo (1992)**, maintains that, anywhere human being or group of human beings exists; there is a form of administration. To him, the success of government is dependent on the ability of public administration. Thus, the future of civilized government rests upon the

ability, to develop a service and philosophy and a practice of administration competent to discharge the Public functions of civilized society. Today every aspect of human life is within the range of public administration.

The Flow of Communication: The attainment of organizational goals to a very large extent depends on the ingenuity and communication effectiveness of the administrator. Communication is the blood-line without which an organization is suffocated to death, Pfiffner (2017). In his submission, none of the basic functions in any human unit can perform without effective communication. Be it a family, church, mosque university, social club, private enterprise or government establishment. Indeed, this is what distinguishes him appropriately.

It is People-Oriented, People-Influencer: Speaking further on the qualities of Public Administrators, Pfiffner (2017), insists that, administration and the public are inseparable entities, both in theory as well as in practice. The very term indicates that administration is meant for the public. The nature of public administration is a public concern. As a consequence, according to him, over and above its traditional law and order, Public Administration functions for the well-being of the people as it is the instrument of governance and the success or failure of a modern welfare state and its government is related to the performance of the administration. It is an instrument to realize the ideals enshrined in the Constitution and the aspirations of the people reflected in the laws enacted by the representative institutions.

Thus, Dworkin (2000) in Richard (2009) submits that, administration has become the cornerstone of civilized society in today's administrative state, a dominant factor in the life of the public at every stage, from 'cradle' to the grave'. Thus, he insists that, the harmonization of 'public' and 'administration' is a key issue present in every modern state as the well-being or the 'public' depends on the administration and the success or failure of 'administration' depends on the trust, confidence, cooperation and initiative of the 'public'. To this end, he says that, for the

successful working of public administration, there is a need for active citizenship and self-help. Pfiffner (2017), supports this view when he said, Public administration in a democracy must be based on public consent and support. It is a two-way process. He says that, People's minds must be known to the administration and at the same time, the administrator's efforts must be actively supported by the people. Therefore, to him, the aspirations of the people must be taken into consideration by the administration. People will respect the administration only when it responds to the aspirations of the people.

It Serves the Public Interest, for the Welfare and Wellbeing of People: Public administration is an activity that encompasses every aspect of human life Richard (2009). To him, the explosion and spread of information and communication technology, the wide acceptance of a democratic form of government and changing social norms enable the people to demand higher standards of ethics, transparency and accountability in the public sector. Ethical public service is considered a prerequisite of a well-functioning democracy, he says. Furthermore, an ethical, transparent and accountable public sector is also a precondition of good governance that ensures sustainable development and responsive public policy. It also helps to improve the performance of the public sector by preventing systemic corruption.

Onah (2015) submits that, the effectiveness of public administration depends on the understanding and cooperation between the citizens and public servants. The primary concern of the citizens in a good civil society according to him is that their government must be fair and good. In his opinion, for a Government to be good, its systems and sub-systems of Governance must be efficient, economical, ethical and equitable. In addition the governing process must also be just, reasonable, fair and citizen friendly. For him, these and other qualities and good governance, the administrative system must also be accountable and responsive, besides promoting transparency and people's participation.

It Focuses On Service Delivery as against Profit Maximization

It is not Exploitative: Pfiffner (2017) further submits that, Public Administration is concerned with the rightful process of public service for the citizens for the sake of their welfare and following the good of generations yet unborn through strengthening mutual relationships, the competitiveness of the national economy and practical increase of social utility through effective allocation of public resources. Essentially, it is Service provision as against Profit maximization. To him, the mandate of Public Administration is often aiming to maximize efficiency and effectiveness. It is indeed, the social and cultural driver of government business, he maintains. It is instructive to note here that modern democracies have come to understand public administration primarily as a service to the citizens and the public. Such understanding of the basic role of public administration is the foundation from which its principles (such as transparency, publicity, accountability, tact and public control of administration), forms and methods of activities and requirements for professional and impartial performance are derived. Thus, the focus of public administration lies in providing public services, Richard (2009).

Community Development: Community development has long been within the purview of local governments, planning boards, businesses, and civic groups, but public administration also has a role to play. Communities are developed through a network of stakeholders-residents, business owners, developers, and so on-each with different needs and goals, Frantzeh (2013). In his submission, Public administrators support and network between stakeholders, allowing them to address the details that improve a community (economics, housing, social and medical services). Public administrators facilitate activity by creating networks within multi-organizational partnerships. For example, he says, a public administrator working in community development might hold a position in the Local Government or State Government and be tasked with coordinating or researching and implementing programs that promote

economic mobility and offer government grants or loans to members of women groups or minority organizations.

Leadership: The public administrator's role in leadership - especially governmental and political leadership - is expanding rapidly, Ringeling (2013). She argued that as the population grows and government activities expand to meet the needs of its citizens, so too does the need for special advisers like public administrators, who assist leaders and executives. Public administrators are tasked with upholding the public's interests and can thwart attempts by politicians to circumvent the checks and balances of democracy. She maintains that, Public administration leadership roles can be found throughout local government, state government, the federal government, agencies, corporations, institutions, boards, military and paramilitary formations etc, and these key officials help to ensure that the social, economic, and educational needs of the public are properly met. For example, an education administrator at the federal level, often develops programs and manages budgets for schools; all the tiers of government or academic communities. She says further that, Public administration roles can also be found in the nonprofit sector, with many administrators acting as budget or economic development directors. Budget directors often administer economic development programs for city or county governments, studying market trends and assessing opportunities or threats to the local economy. An economic development director might advise a city manager or city council on emerging economic issues or present findings to local civic or business development groups.

Crisis Management: Enumerating further the uniqueness of Public Administration, Pfiffner (2017), posits that, though government leaders and public administrators would prefer to avoid crises entirely, they must possess the ability to predict and plan for potential catastrophes if they come to fruition. Amidst crisis, according to him, efficiency and accountability can mean the difference between life and death for thousands of people. Time is of the essence in a crisis, and public administrators need to have

the organizational skills and knowledge to deploy necessary aid rapidly, safely and efficiently. Corroborating this, Onah (2015), says that, from the Federal Emergency Management Agency (FEMA), Federal fire service and Federal Road Safety Corps to independent humanitarian organizations like the Red Cross or civil society groups, public administrators work within all levels of crisis management and disaster relief both within the private and public sectors to ensure that people in need receive much-needed aid and care in a timely fashion during and after a major crisis. Public administrators are also responsible for overseeing the inevitable recovery and reconstruction period that follows a crisis, where the guidance and supervisory capabilities of administrators reduce the economic impact of a disaster.

Transparency in Government: To Nwankwo (2011), Public administration acts as a tool for addressing government transparency, providing adequate information flow, strong civil society, effective and transparent financial management systems, and procurement regulations. Government transparency in his view has included supporting the implementation of legislation that promotes transparent procurement processes in the public sector. He avers that Transparency is a fundamental element of abolishing corruption in the public sector. The work maintains that, a transparent way of management in governance is important to all ties of governments and the communities they serve because corruption threatens good governance, leads to the misallocation of resources, harms people, public planning, and private sector development, and also distorts public policy. Hence controlling corruption is vital and this is achieved through the process of ensuring transparency.

It is a Professional Discipline Career-Wise: In the submission of Ringeling (2013), Public Administration is both a discipline as well as an activity. While as a discipline, she says it covers all the subjects, i.e. budgeting, planning, organizing, controlling, reporting, directing, staffing, etc. As an activity, it performs services like welfare services, social security services, and management of government undertaking

and regulation of private enterprises, among others. In short, public administration is a non-political public bureaucracy that operates within a legal framework. It deals with the objectives of the government, the public interest and laws. All the branches of the government, i.e. executive, legislative and judicial, as well as their relationship with each other, are covered in the public administration. It works on the principles of uniformity, external financial control and service motive.

Public Administration is a field of study. You could choose to be an academic or a professional. While some organizations call them Human Resource Managers, others call them Personnel Managers. In the university, they are called Registry staff that follows a career progression that ultimately leads them to the rank of a University Registrar.

Other areas of the uniqueness of Public Administration include but are not limited to: It involves formulation and implementation of rules for the betterment of the society; it seeks equality and fairness in society; it ensures compliance with rules and policies; it works with both paper documents and computer files and indeed the list is inexhaustible, Ringeling (2013).

Qualities of a Public Administrator

Units, Corporations, Companies and organizations rely on good administrators to supervise employees, delegate assignments and ensure that productivity is up to standard so as to achieve specified objectives. An effective administrator wears many hats, including that of a counselor and motivator, and must know how to deal with a variety of personalities, Adebayo (1992). Good administrators possess skills and qualities that enable them to provide effective leadership. This includes but is not limited to the following:

Objective and fairness: A good administrator according to Richard S. (2009) treats all people with the same respect and fairness and does not play favorites. She/he makes decisions about an employee based on job performance and not on whether he/she likes or dislikes someone. He argues that a good administrator should handle each problem with objectivity and doesn't allow personal feelings to dictate his/ her course of

action. When a situation requires discipline, he/she ensures that the action he/she takes is consistent with similar cases, so that no one can accuse him/her of favoritism.

Providing Motivation: An effective administrator can motivate his/her staff to perform beyond company standards. To achieve this goal, according to Ringeling (2013), a good administrator must know the strengths and weaknesses of his/her employees. He/she must praise an employee and give recognition when an assignment or project is executed well and find tactful ways to bolster areas that need improvement. In her words, 'a good administrator must also find creative ways to keep morale high, whether it's arranging after-work gatherings or providing incentives and bonuses for exceeding goals'.

Keeping Communication Flowing: Frantzeh (2013) submits that, good communication is not just expressing a viewpoint clearly, but also requires listening to what others are saying. A skilled administrator speaks clearly and ensures that his/her words are specific so there is no confusion, misinterpretation or ambiguity. He/she should listen to everything an employee tells him/her and write it down to avoid misunderstandings if the issue comes up in the future. Keeping an open-door policy is an effective way to help employees feel comfortable in expressing honest opinions about the organization of their personal affairs which is capable of impeding their productivity.

Flexibilit: One thing that all good administrators have in common is that they maintain flexibility and a sense of humor, Frantzeh (2013). Things constantly change in the workplace, and the goals of management change often, as well. Thus, according to him, a good administrator should know how to roll with the punches and prioritize issues that need to be addressed while remaining objective. Maintaining a sense of humor is integral to remaining flexible in the workplace, and it sets a good example for others. When unforeseen circumstances occur, keeping a sense of humor helps everyone from employees to upper management productively tackle the issues.

Leads and Motivates Team Members: As most administrators oversee the duties and performances of several other employees, Ringeling (2013) submits that administrators need to possess leadership qualities to motivate, guide and support other employees. This is imperative because, to her many staff members rely on administrators to be their key source of information in the organization. They may go to them to gain resources, ask questions or receive assistance on a task. Excellent administrators can use these leadership abilities to offer logical solutions and the guidance needed to help employees succeed.

Displays Passion for an Organization's Mission and Vision: Many organizations have mission and vision statements that define their objectives and how they plan to reach those milestones. An administrator typically ensures the organization works toward its mission and vision statements. They are usually passionate about achieving organizational goals and work to ensure the workers provides a service or product that exceeds expectations and closely follows the organization's key values and goals. Essentially, this is what makes good administrators be on tap but not on top (Adebayo, 1992).

Possess High Morals and Ethics: Given that administrators are in charge of several high-level responsibilities to keep the organization functioning, Nwankwo (20011) opines that they need to have high morals and ethics. Many employees consider administrators as trusted sources who care about the success of the organization. This is so because according to him, they use their ethics to carefully complete tasks like managing budgets, storing confidential files or accessing employees' personal information without divulging such highly classified secrets to third parties. This is what Maxwell (2019) calls 'Integrity: bigger on the inside leads to better on the outside'.

Tact: To Adebayo (1992), a good administrator must cultivate and develop a sense of tact. This means that he must be tactful in dealing with his/her superiors especially political bosses. When dealing with political bosses and members of the public at the same time, a good

administrator should avoid being arrogant, pompous or emotional in his/her speech. This is equally important in taking minutes, in submissions in the file, in correspondences and in discussions. He says that it is tactless for an administrator to engage in open confrontation with his/her superior no matter how right he/she is on the matter.

Sense of Judgment: Another essential quality of an administrator according to Pfiffner (2017) is a fine sense of judgment. He argued that, every moment of the day an administrator is engaged in assignments that require evaluation, weighing of evidence, assessing the degree of urgency on various public issues, and assessing the mood and temper of those sections of the public which are clients of the organization, and which the organization has to consult or take into consideration before arriving at decisions and formulating policies. Thus, an administrator's accuracy of judgment in these matters is of utmost importance. He has to gauge the facts about the situation and tender useful and constructive advice to the policy-makers, who may be far too busy with other political commitments to cross-check on the administrator's advice.

Sympathy and Consideration: This is yet another indispensable quality of a good administrator. Nwankwo (20011) says that an administrator should have sympathy and consideration both for his superiors, subordinates and members of the public. To him, there should be in him some milk of human kindness. This is not suggestive that he should be soft and spineless or that he should condone sloth, slackness, inefficiency and dishonest behaviours. He holds that an administrator can be firm and strict and yet sympathetic and considerate. A good administrator in his opinion inspires his subordinates to give their best. He praises and encourages their modest efforts and when vetting their work, he does so with sympathy and consideration. He extends this quality to members of the public who come to transact business with the organization from time to time.

Conclusion

From the foregoing, it is appropriate to submit

here that governmentally, public administration can be defined as the public leadership of public affairs directly responsible for the execution of activities for the benefit of the masses. It deals with the science of getting things done most effectively for the public interest. As in human existence, it is found everywhere. Public administration is a fascinating subject that is as unique as it cannot be divorced from man. Therefore, the administrator's position within a society or organization or any establishment is very pivotal and indeed strategic. It is recognized in every sector of human endeavour, as being the keystone to the success and indeed to the very existence of the enterprise. As Public administration is concerned with the planning, coordination, supervision and control of the organization with which it is involved, it is no exaggeration to state that, whatever may be the future of the universe, the science of administration will continue to be an essential instrument of human welfare.

It is not difficult to see that administration is the process on which social stability rests. This is so because administration ensures the establishment of an institutional process through which the function of the state or an enterprise is carried out from day to day. In the state, for example, institutional apparatus like the judiciary, the legislature, the executive, regulatory commissions and the civil service is set up to ensure the smooth running of the various components that make up the state.. Each component is designed to perform a specialized purpose. Laws, rules, orders and other mechanisms are set up and their operations are well coordinated, controlled and supervised. These are processes that constitute administration. The effect of these institutional mechanisms according to Ringeling (2013), is to ensure stability and seamless continuity in the governance system. Accordingly, administration functions for everyone and its uniqueness ensure that there is continuity in the existing order. In this way, the pertinent unique nature of public administration is that, it is the stabilizer of society.

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