SUMMARY OF NEW CONCLUSION OF PHD THESIS

1. Title: ***"Skills of Executing Administrative Operations of Commune/Ward Officials".***
2.Speciality: Psychology.
3. Classification: 62.31.04.01.
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New Conclusions

1. Building a basic theoretical framework for skills of executing administrative operations of commune/ward officials from the perspective of psychological science, which is included a system of tool concepts: skills of administrative operations, skills of executing administrative operations of commune/ward officials; identification of 5 component groups of administrative skills, including: (1) skills of processing and filling papers; (2) skills of advising and assisting; (3) skills of synthesizing and reporting; (4) skills of organizing events; (5) skills in solving situations emerged in administrative operations.

2. Defining two groups of factors affecting the level of administrative skill proficiency of commune/ward officials, which are: subjective factors comprising of working motivation, responsibility, willingness of dedicating themselves to business common goals; objective factors comprising of training activities and conditions for developing and improving skills.

3. The results of the empirical study show that skills of executing administrative operations of commune/ward officials mainly get the level "Fairly sufficient, skillful, flexible", while there is no skill reaches the level of "High efficiency". Among 5 surveyed skill groups, a group of skills of processing and filling papers and a group of skills of advising and assisting get higher proficiency than others; the level of administrative skill proficiency of commune/ward officials of the South is higher than the one of officials in the North and the Central Vietnam; skills of ward officials are better than of commune ones; skills of male officials are higher than that of female officials; the subjective factors exert stronger influence than the objective ones, but the difference is not highly significant.

4. Recommending solutions for enhancing administrative skills of commune/ward officials and conducting experimental research for verifying the effectiveness of the solutions. These solutions were proven effective.

Hanoi, the 3rd April, 2017

Advisor	**PhD Student**
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