

The Soft Skill Profile Study In Dealing With The Work Competition

(Case Study On University Of Samudra Students)

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Abstract- Students need mastery of soft skill to be competent in the work competition, soft skill mastery attach to hard skill. The purpose of this research is: 1) to know the readiness of student professionalism in facing the work challenge from soft skill review, 2) to know the students' opinion about the method of soft skill ability improvement in campus.

This research is descriptive qualitative research to identify students' soft skill ability and also to know the strength and the weakness of students' soft skill in Samudra University. The numbers of the research's respondents were one hundred students by using purposive sampling, which the respondents were students of year III and IV and as active student status.

The results of this study indicate that (a) the communication aspect is categorized as less, (b) the group skill aspects is categorized in good category, (c) the entrepreneurship aspect is categorized in good category, (d) the leadership aspect is categorized in medium category, (e) both the ethics aspects and the organizational skill aspect are in medium category. In general, students have an opinion that there is a need to increase activities that support the development of their own soft skill.

Keywords: *softskill, descriptive qualitative research*

1. Background

When students enter the work competition, the competence of a good labor is needed. This competence is also often interpreted as hard skills, but in addition to hard skill, soft skill is also needed. Some experts claim that success in developing career in a job is not only

determined by the ability of hard skill, but also supported by the ability of soft skill that involves various personality abilities. The better someone mastered the ability of soft skills will be the stronger personality in facing the work competition and other challenges of life (Marwanti, 2011). Law No. 20 of 2003 explains that education is a conscious and well-planned effort to develop the potential of learners in order to have the spiritual power of religion, self-control, personality, intelligence and noble character and skills needed by self, society, nation and state. So from these references, the state legitimizes that soft skill education is very important in forming the character of nation.

Based on the above description, students should be able to work professionally, that is not only the basic skills inherent in later profession (hardskill) but also it can work under pressure and complex, independent, cooperate well and able to blend into society with their professionalism. However, until now the students in the lectures are still oriented on the completion of the task, the willingness to grow is still low that can be seen from the passive number of students in the class, in addition, the absorption of labor in accordance with the field is also relatively low, it shows that it needs the curriculum adjustments to develop the students' competence, not only on hard skill, but also on soft skill.

Samudra University as one of the leading Universities in Aceh should be able to answer this challenge. As one of the State Universities in Aceh, so from the activities, it is not only has to focus in improving the students' hard skill ability, but also in soft skill ability. The students' soft skills ability are related to the ability to communicate, organize,

leadership, ability to work together, desire to be better and ethics. Listyani (2011) defines soft skills as a skill in analytical thinking that builds, thinks logically, critically, able to communicate and cooperate in team, as well as behave in the work so that it can be independent.

2. The Problem of Study

The formulations of the problems in this study are as follows:

1. How is the readiness of student's professionalism in facing work competition from soft skill review?
2. What is the student's opinion about the soft skill improvement method in campus?

3. Soft skill Attribute

Soft skill is a very difficult interpersonal competence to be defined because it is so subjective (Marwanti, 2010), soft skill can only be interpreted through observation of human behavior. According to Mitchell (2008) soft skill is a new way to explain a number of abilities or talents that are visible when individuals work in the workplace.

According to Sailah (2008) soft skills are interpersonal and intrapersonal skills that can develop and maximize performance. In contrast to hard skills, soft skill is general and a humanist skill that can be honed by all professions.

According to Patrick S. O'Brien, various soft skills attributes can be categorized into 6 areas. The six areas are:

1. Communication Skills

Communication Skills as one of the soft skills attributes can be interpreted as the ability to express opinions or feelings orally or in writing clearly and easily to be understood by others. The ability to communicate can be divided into two types, namely:

a. Oral Communication

Oral communication is the ability to express opinions or feelings directly and easily to be understood by others. Based on the interlocutors, the spoken communication can be divided into: Personal communication, Presentation and Group Discussion.

b. Writing Communication

Writing communication is the ability to express opinions or feelings with written language

that is clear and easily to be understood by others. There are three stages in making a writing that is: Searching for information, writing a draft, editing and revising.

2. Organizational Skills

Organization skills as one of the attributes of soft skills can be defined as the ability to organize or manage time and manage the spirit in working with the resources available to achieve certain goals. Organization skills consist of two components as follows:

a. Time management

Time management is the ability to use time wisely and consistently on an agreed schedule and time limit. The concept of time management is to manage the implementation of activities in such a way that it can be completed with maximum quality and minimal stress.

b. Increase motivation

Motivation is a desire or need in someone who moves it to do something to fulfill that desire. Motivation is related to how one manages his spirits.

3. Leadership

Leadership as one of the attributes of soft skills can be interpreted as a person's ability to influence and direct others by mobilizing a number of resources to perform a task or job in accordance with the rules and motivate others to do their best. The meaning of leadership here is effective leadership Here are some characteristics that need to be owned to be an effective leader:

- a. Have a vision for the future
- b. Professionally technically
- c. Make the right decision
- d. Communicate well
- e. Give exemplary
- f. Able to restrain emotions
- g. Resist the pressure
- h. To be responsible
- i. Sticky and full of innovation

4. Effort

Effort can be interpreted as an activity by exerting energy, mind, or existing resources and willing to learn new things to achieve goals and be able to deal with various pressures. Effort consists of two components:

1. Ability and willingness to learn
That is willingness to undergo the process of learning, improve themselves by practicing, run a new concept, new technology or new methods.
2. Resilience to face pressure
It is an ability to cope with stress when facing an urgent time limit. Resilience to bear stress is the ability to remain calm and patient when faced with problems without being carried away by emotions.

5. Group Skills

As one of the soft skills attributes, group skills are defined as the ability to work with others in a team and have good interpersonal skills with fellow team members. Group skills consist of two components as follows:

- a. Teamwork
Teamwork is the ability to work effectively and productively with others.
- b. Interpersonal Abilities
Interpersonal skills are the ability to communicate effectively and to establish relationships in harmony with others. This ability is the ability or skill to make social contact with all individuals within the group.

6. Ethics

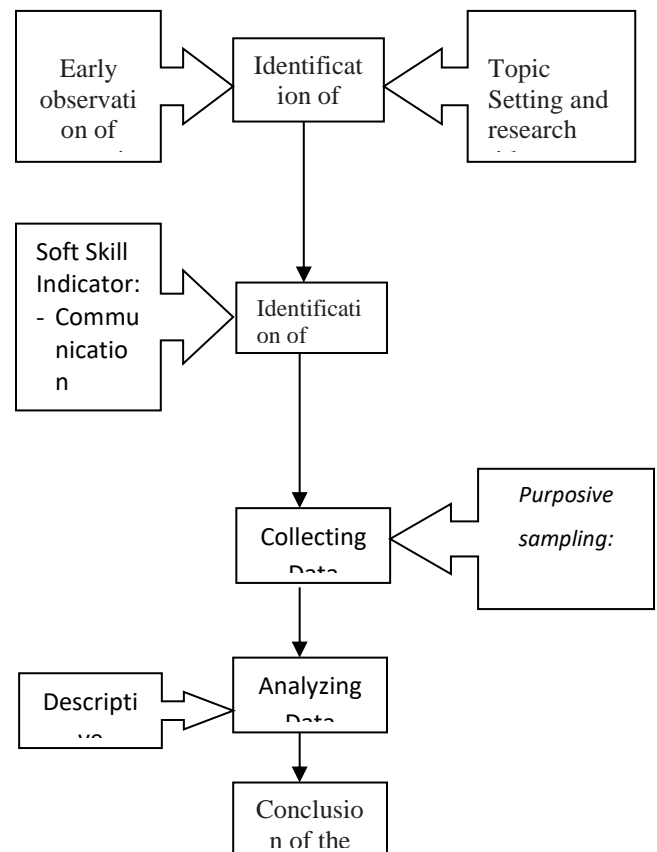
In relation to Microsoft skills, ethics plays an important role in several soft skills attributes, those are decision making and conflict management.

- a. Decision Making
Understanding the current decision making process is the ability to make short-term and long-term impact decisions in a timely manner on the basis of careful assessment and with an ethical attitude.
- b. Management Conflict
The definition of management conflict is the ability to identify the source of conflict between itself and others or between other people and able to resolve the conflict constructively with careful judgment in accordance with moral and ethics in order to create harmony.

4. Research Methods

This type of research is a survey with qualitative descriptive research approach to identify students' soft skill ability as well as to know the strengths and the weaknesses of student's soft skill at Samudra Langsa University. The stages of this study are as follows:

Figure 1
Stages of the Study



5. Techniques for Collecting Data

The population in this study is all students in the strata 1 in the entire faculty of the University of Samudra. The number of population in this research is University of Samudra students at level III and IV which amounted to 2216 students. The samples of this study are 100 students. The sample size is 20 students from each faculty as represented from the entire faculty, the formula used is as follows:

$$n = \frac{N}{\dots}$$

$$1 + N (\text{Moe})^2$$

where :

N = number of samples

N = population

Moe = Margin of Error

The sample selection technique using purposive sampling with the following criteria:

$$= \frac{2216}{1 + 2216 (0,10)^2}$$

$$= 95,68$$

The number of samples is 95.68 and to be rounded to 100 respondents. The technique of collecting the sample by using purposive sampling with the following criteria:

1. The student is at level III and IV
2. Students with active status and not on leave of lecture

With the following criteria students are expected to be able to answer well because at least for six semesters is enough to experience the lectures and various campus activities.

6. The Result of Study

The level of professionalism of students in terms of soft skill obtained through questionnaires in the form of scores and classifications, which classification is in the analysis location of the level of professionalism based on soft skill review. Calcification and recapitulation of the questionnaire results can be seen in the following table:

Table 1

Classification of Soft Skill Assessment

Percentage	Category
66,66% s/d 100%	Good
33,33 s/d 66,65%	Medium
0% s/d 33,32 %	Less

Source : Phytogoras, 2012

Table 2

Recapitulation and Classification of Respondents Questionnaire Results

Aspects	Question	Percentage (%)			Category
		TS	KS	SS	
Communi cation	1. Ability to express opinions in writing	7,8	39,2	51,0	Medium
	2. Ability to speak fluently in public	5,9	60,8	31,4	Less
	3. Ability to express opinions systematically	10,8	53,9	33,3	Less
Group skill	1. Confidence to work in team	2,9	39,2	55,9	Medium
	2. Prioritize teamwork and team interests rather than individual interests	0	25,5	75,2	Good
Effort	1. Desire to improve performance	5,9	17,6	74,6	Good
	2. Ability and Willingness to learn and innovate	1	29,4	67,6	Good
Leadershi p	1. Be able to direct friends to achieve goals	14,7	54,9	28,4	Less
	2. Interest with matters relating to the improvement of managerial skills	5,9	43,1	49,0	Medium
Ethics	1. Decision making by considering the value of the environment	6,9	41,2	50	Medium
	2. Ability to resolve conflict well.	6,9	42,2	49	Medium
Organizati onal skill	1. The ability to manage time between personal interests, lectures and work	6,9	36,3	54,9	Medium
	2. Ability to finish task on time	3,9	48,0	46,1	Medium
	3. Motivation to achieve goals	2	24,5	71,6	Good

Source: Primary data is processed, 2017

a. Level of Student Professionalism Based on the Communication Aspect

Considering the result of the strength of student's communication soft skill, the highest communication soft skill is the ability to express opinions properly (51,0%) followed by the ability to speak fluently and systematically (33,3%), the last is the ability to speak fluently in public (31.4%) then it can be concluded that the communication of University of Samudera students is in the weak or less range. Students prefer in passive communication. This needs special attention, as the basis of learning, completion of work and so on begins and end with communication. Therefore it is necessary to empower, training, and learning methods to explore the ability of students in training soft skill communication. Thus, the student's confidence is higher to communicate actively.

b. Level of Student Professionalism Based on Group Skill Aspect

Based on the criteria of the soft skill strength category, the highest strength in the team's collaborative ability by the respondents is the willingness to prioritize teamwork to achieve common goals (72.5%) followed by self-confidence in groups (55.9%), it means that the existence of students in the team are more as supporters, not as an initiator or creative part of the team. It is important to be considered by the lecturers in the lecture activities so that every student can be active and can act as an initiator in each group. It was found that majority students played only as members of the group and rather avoided holding a central role in the team.

c. Level of Student Professionalism Based on Aspect Effort

Based on the results of data collection and interviews, the highest achievement of the effort is that the majority of students have strong desire to improve their achievement (83%) and followed by the willingness and ability to continue in innovation (77,4%). From the result, it can be concluded that the students of University of Samudra have the high spirit to improve the ability and feel thirst for new science. This should be responded by the campus, because soft skill efforts are very

important for students and alumni to be able to work and develop themselves.

d. Level of Student Professionalism Based on Leadership Aspects

From the results of questionnaires and interviews, it was found that the greatest strength was in high interest for things that could improve managerial ability (49.0%) followed by the ability to direct other colleagues to achieve the goal (28.4%). This shows that the leadership skills of the University of Samudra still need to be improved, the passive students means that they are only interested in the literature and leadership seminars but do not implement it in everyday behavior, the scores from the soft skill aspect are also low and only reach the middle classification.

e. Level of Student Professionalism Based on Ethics Aspects

Based on the results of interviews and questionnaires, the highest strength is the ability to adjust to the environment in making decisions (50.0%) followed by the ability to resolve the conflict harmoniously (49.0%). By looking at the balanced responses of respondents indicate that the students are still not honed the sensitivity with environmental values when taking decisions, the low scores (50% and 49%) are sufficient to show that disciplinary learning should be improved, the lecturers' care patterns should also be improved to provide an example for students. So that ethics soft skill on students can be improved.

f. Level of Student Professionalism Based on Organizational Skill Aspects

Based on the results of questionnaires and interviews, the greatest strength in the organizational skill aspect is the high motivation in achieving the goals (71.6%), followed by the ability to manage personal interests, lectures and jobs (54.9%) and the lowest score is the ability to complete the task on time (46.1%).

g. Respondent's Opinion of Soft Skill Improvement Method

Some of the opinions collected in the interview process are as follows:

1. It needs to improve the student's soft skill improvement program that respondents think it is still not enough.
2. Students do not know much about the importance of soft skill as a part of undergraduate basic competence.
3. Both hard skills and soft skill are placed in balance in the guidance of student competence.
4. The absence of student awareness about the potential of self-exploration, so that the campus deemed necessary to socialize well.
5. The learning process becomes an integral part in daily soft skill training. According to the students, the application of discipline and motivation of lecturers to be active in the classroom can improve student's soft skill. So it is hopefully the number of students who are less active, less confident and less discipline can be reduced.
6. The improvement of soft skill should be based on the willingness of individuals to achieve a goal and to achieve that goal must be supported by the facilities and infrastructure within the campus environment, so that the improvement of these capabilities as individuals and groups can be accomplished.
7. The pattern of education in the classroom leads to student activeness to build the expected soft skill.
8. Soft skill competence is more sharpened individually, campus has no big role in soft skill development.

7. Conclusions

1. Student competency level based on soft skill's review is as follows:
 - a. The communication aspect falls into the less category.
 - b. The group skill aspect is categorized in good category, with a note that students' confidence in teamwork needs attention.
 - c. Aspect of effort is categorized in good category.

- d. Leadership aspect is categorized less, with the note that student's self-confidence is relatively low to be a leader.
- e. Ethics aspect is categorized in medium category.
- f. Aspect of the organization skills is categorized in medium category.
- g. Aspect of communication is categorized in less category.

The readiness and professionalism based on soft skill profile of University of Samudera students have the advantages in high motivation (effort) and good teamwork, but on other aspects such as communication, leadership, ethics, organization skills and communication, those need attention to be developed to be better.

2. In general, students still consider hard skill is the main support of success by assuming that soft skill is not a priority skill in supporting the success. In addition, students have an opinion that the need for the intense socialization and improvement of soft skill support activities.

8. Suggestions

Student awareness of the importance of improving soft skill is relatively low, therefore the researcher's suggestion based on the results of this study are:

1. The University regularly conducts activities and a kind of training that can hone emotional and spiritual intelligence, such as leadership workshops and successful support behaviors in organizing for students.
2. The university can provide insight to lecturers to be responsible for improving student's soft skill in every lecture activity.
3. The role of lecturers in improving student's soft skill is enhanced, by constantly integrating soft skill in every lecture activity.

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