Analysis Of Soft Skills Of Students Of The Faculty Of Economics, Jakarta State University In Facing The World Of Work

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Abstract

This research aims to determine the soft skills needed by students at the Faculty of Economics, Jakarta State University in facing the world of work. This research uses qualitative research methods, where the data collection process is carried out through filling out questionnaires, interviews and observations. The analysis technique used is data collection, data reduction, data presentation and drawing conclusions. The validity of the data was tested using triangulation techniques. Based on research results, currently students have mastered several soft skills such as critical thinking, public speaking, public relations, problem solving, team work and time management. Meanwhile, the soft skills that students need in the future to face the world of work are team work, problem solving, public relations, public speaking and leadership. When compared with the soft skill indicators used in this research, in general students have three of the five abilities needed to face the world of work, where these three abilities are emotional intelligence, problem solving, and leadership. Currently, students need to focus on improving the soft skills they already have to be truly ready to enter the world of work.

1. Introduction

The more a country develops, it means that more people have higher education. However, it is not uncommon for people who have higher education to immediately get a job, this can happen because the human resources produced do not have the quality expected by labor users. One of the factors causing the increase in unemployment is because the capabilities of the workforce are no longer relevant to the company's needs.

In a study conducted by McKinsey & Company, 87% of companies in the world agreed that there was a gap between the soft skills possessed by human resources and those needed by the company (Refo, 2022). Based on a survey conducted on 1,000 new US graduates aged 18 - 54 years in 12 months, it shows that there are many concerns about their readiness in the world of work, this is because almost half of the fresh graduates do not meet the required requirements, especially because they do not have the soft skills that can help them (Safitri & Pratama, 2023). From the results of observations carried out by researchers in the 2020 Digital Office

Administration study program, researchers found that there were students who were not yet aware of the soft skills they had.

Based on the results of interviews that have been conducted, it is known that they are still confused about the soft skills they need to improve. Most of them think that the skills they currently have in the academic field are enough to enter the world of work. Based on the results of research conducted by Taofan Ali Achmadi et al (2020), Soft skills have an important role in facing the world of work so that Soft skills are really needed by students.

Apart from that, identifying soft skill attributes needs to be done to find out what soft skills are needed. Based on the problems explained previously, developing soft skills in students is a topic that is very interesting for researchers to carry out further research. Therefore, in this research, the researcher will discuss "Analysis of Soft Skills needed by Students at the Faculty of Economics, Universitas Negeri Jakarta in Facing the World of Work".

2. Literature Review
2.1   Human Resources

Human Resources or Human Resources can generally be interpreted as the abilities that each person has which are used to achieve something as a social creature. Rahman stated that HR is one of the most important parts and cannot be separated from an organization, where HR is employed in an organization as a planner and driver to achieve the goals of the organization (Rahman, 2020). According to William R Tracey in his book entitled The Human Resources Glossary (2004), human resources are people who staff and operate an organization or company (Pangesthi, 2020).

On the other hand, in the book Human Resource Management (2017), Dr. Edy Soetrisno stated that human resources are the only resources that have feelings, desires, skills, knowledge, encouragement, power and work (Sutrisno, 2017). Based on the opinions of previous experts, it can be concluded that human resources are the abilities possessed by each individual to move an organization by using abilities from thinking power and experience from physical power to achieve organizational goals.

Quoted from the article (Medan Area University, 2021), in the power and efforts to become quality human resources there are several factors that can influence the quality of human resources, namely;

a) Education

Education has a very big influence on producing quality human resources and has high competitiveness. The higher the quality of human resources you have, the level of productivity in working in an organization will increase.

b) Environment

Apart from education, a good environment will also influence the quality of human resources, especially the character of each individual human resource itself. With the right environment, it can produce quality human resources that have high competitiveness.

2.2   Soft Skill

Soft skills can be defined as abilities naturally possessed by individuals which can be in the form of emotional and social intelligence as well as ways of communicating with other individuals. According to Aprinto, soft skills are social intelligence in interacting with other

individuals, where this ability can be developed through values and principles (R Adinda, 2023). Meanwhile, according to Agus Wibowo and Hamrin (2012), soft skills are abilities beyond technical and academic abilities, which prioritize intrapersonal and interpersonal abilities (Suardipa, Widiara, & Indrawati, 2021). Apart from that, according to Suhardjono (2022) soft skills are skills or abilities that originate from each individual, this aims to regulate themselves or when interacting with other people (Sudharjono, 2022). So it can be said that soft skills are abilities developed by each individual beyond technical and academic abilities to interact with other people.

According to Patrick S. O'Brien in the book Making College Count, Soft skills can be classified into two categories, the first is Intrapersonal Skills which are skills used in managing oneself to develop maximum performance and the second is Interpersonal Skills which are skills that a person has in relationships with other people. Meanwhile, according to Anugrahini, Faidal and Joan (2020), there are five indicators that can be used to measure soft skills, namely communication skills, emotional intelligence, problem solving, ethics and leadership skills.

2.3 Working world

Human activities in carrying out productive activities are carried out in an environment called the world of work or work environment. According to Aji (2023:6) quoted in the book Mental Preparation for the Elderly, the world of work is an environment related to the work being done (Aji, 2023). Meanwhile, according to Herlinda et.al (2021:122) the work environment is everything that surrounds employees in carrying out their assigned tasks (Herlinda, Menne, & Suriani, 2021). On the other hand, according to Latief et.al (2022), the work environment is the environment where employees carry out their daily work (Latif, Ismail, Nurmega, & Irwan, 2022). Based on the opinions of the experts above, it can be concluded that the world of work or work environment is the environment around employees in carrying out their assigned tasks.

3. Material and Method

This research was conducted at the Digital Office Administration Study Program, Faculty of Economics, Jakarta State University, located at Jl. R. Mangun Muka Raya No.11, RT.11/RW.14, Rawamangun, Kec. Pulo Gadung, East Jakarta City, Special Capital Region of Jakarta 13220. This research was conducted for six months starting from January to June 2024. This research used descriptive qualitative research methods. The data collected by researchers in this study was in the form of sentences, numbers and non-numbers. The sources used for this type of research are people, events, locations, recordings and documents. Because the research design used is descriptive qualitative, the researcher intends to reveal the facts by obtaining the required data and information in accordance with the soft skills required for students at the Faculty of Economics, Jakarta State University, where the data that has been obtained will be described in accordance with the existing reality. field and presented in sentence form, and conclusions will be drawn afterwards. In this research, researchers used a purposive sampling technique in random sampling where the targeted sample had certain criteria.

3.1   Design Study

Data collection in this research involved three methods: observation, interviews and literature review. Here's the explanation:

a) Observation

Observation is a data collection technique by paying attention to an object in an environment where research is being carried out. This observation can include various activities that occur in the environment using sensing. After the observations are made, the researcher will write down the events that have been observed in the field in sequence and then reported systematically and in accordance with applicable rules (Syafnidawaty, 2020).

b) Interview

An interview or interview is a conversation that occurs between two or more people which takes place between the source and the interviewer with the aim of gathering information. In the process of collecting data using this technique, the researcher will conduct interviews with each informant in this research, where the results of the data obtained through this interview will be conveyed through transcripts of the interview results to facilitate the analysis process.

c) Literature review

Literature review or literature study is an activity carried out to collect data that is relevant to the formulation of the problem or topic that is the object of research. The reason why library studies are used more often is because they have stricter rules and regulations

3.2 Data Analysis
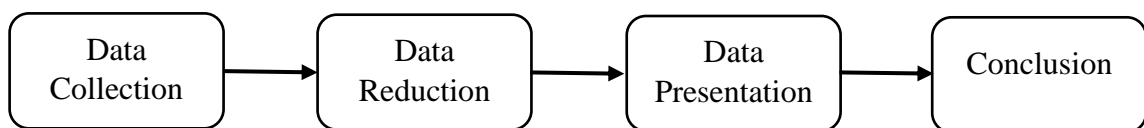
Figure 1. Data Analysis Model

In conducting this research, the researcher used a qualitative descriptive approach so that in analyzing the data there were stages that needed to be carried out by the researcher. The stages carried out are:

a) Data collection

Data collection is an activity carried out by researchers to collect data from the field which will later be used to answer researchers' problems.

b) Data reduction

Data reduction is an effort to process rough data obtained by researchers from the field, where the results of the processed data will become the data used in research. The data obtained from the results of literature studies and interviews is data that has not been neatly arranged so it is necessary to sort the data. The data that has been processed will be simplified and presented by sorting data that is relevant to the problem topic so that appropriate answers can be provided.

c) Data presentation

Data presentation is an activity in the process of creating a research report so that it can be understood and can be easily analyzed according to the desired objectives. The data presented must be simple and clear, this aims to make it easy to understand what is presented so that it can then be assessed or compared.

d) Conclusion

The next stage is to draw research conclusions. Conclusions are drawn by connecting and comparing existing theories with the results obtained in the field. The conclusions drawn will be the answer to the problems raised.

4. Result

4.1 Soft Skills That Current Students Have

Soft skills are one type of ability that a student must have. Soft skills can be obtained and honed through activities carried out within the scope of lectures and other organizational activities. It can be concluded from the participants that the soft skills that the student participants have mastered are critical thinking, public speaking, public relations, problem solving, team work and time management.

4.2 Soft Skills That Students Need To Face The World Of Work

The use of Soft skills in the world of work can be said to be a weapon to compete with other human resources, therefore having Soft skills that are very often used in the world of work is an advantage for yourself. When conducting interviews with participants, participants felt that there were several types of soft skills needed to face the world of work. However, the majority of participants answered that the soft skills students need to face the world of work are team work, problem solving, public relations, public speaking and leadership.

4.3 Student soft skills that need to be improved

In the interviews that were conducted, participants stated that there were still many soft skills that still needed to be improved to match the qualifications needed in the competitive world of work. According to participants, the soft skills that need to be improved are ethics, leadership skills, public speaking, team work, public relations and time management.

5. Discussion

Based on the research results described above, students have mastered several types of soft skills. However, among the soft skills that have been mastered, there are still several soft skills that need to be improved and mastered more deeply to support students in facing the world of work.

5.1. Soft Skills That Current Students Have

Based on the research results above, the soft skills that students have mastered in general are intrapersonal skills (Critical thinking problem solving and time management) and interpersonal skills (public speaking, public relations and team work). ready to enter the world of work. This is in accordance with the results of previous research conducted by Liani Purnama and Evita Aprillyanda in 2022, where the statement from the research conclusion was that soft skills are needed to improve the quality of a student so they can compete in the world of work.

5.2. Soft Skills That Students Need To Face The World Of Work

Based on research conducted by researchers, the results showed that the majority of students still need several types of important soft skills in facing the world of work, where many students still feel they need team work, leadership, public speaking, public relations and problem solving skills.

When compared with research conducted by Jaisya Dafa Ayaturrahman and Isti Rahayu in 2023, problem solving and teamwork have a positive and significant influence in facing the world of work. Meanwhile, research conducted by Nabila Ikrima Jeklor Putri and Lucy Fridayati in 2020 stated that the priority soft skills needed by the world of work are the ability to communicate.

5.3.   Student Soft Skills That Need To Be Improved

If you look at the soft skills that students need to improve based on indicators measuring soft skills (Anugrahini, 2020), there are still many soft skills that students need to improve. Communication skills, emotional intelligence, problem solving, ethics and leadership, among these five indicators, communication skills and ethics are abilities that still need to be improved a lot.

6. Conclusion, Implication, and Recommendation
6.1.   Conclusion

Based on the results of research conducted by researchers regarding the soft skills needed by students at the Faculty of Economics, Jakarta State University in facing the world of work, it can be concluded that:

1. Soft skills that the majority of students have mastered include critical thinking, public speaking, public relations, problem solving, team work and time management.
2. Soft skills that students need in the future to face the world of work, namely team work, problem solving, public relations, public speaking and leadership.
3. When compared with the soft skills indicators needed to face the world of work, in general students have three of the five abilities, where the three abilities are emotional intelligence, problem solving, and leadership.

Currently, students need to focus on improving the soft skills they already have and adding the soft skills needed to be truly ready to enter the world of work.

6.2. Implication

Based on the results of this research, it can be said that the implications of the research that researchers have carried out theoretically and practically are as follows:

a) Theoretical implications

Based on research results, soft skills are the main aspect that is really needed in facing the world of work. The more and higher the soft skills a person has, the more appreciated that person will be in the world of work. This is in accordance with the results of previous research conducted by Liani Purnama and Evita Aprillyanda in 2022 which stated that soft skills are needed to improve the quality of a student so they can compete in the world of work.

So it can be concluded that the theoretical implication that can be obtained from this research is that students who currently have soft skills can improve the soft skills they already have, while students who do not yet have soft skills can take courses to increase their soft skills. Theoretically, the results of this research can be used as a reference regarding what soft skills students need in facing the world of work.

b) Practical implications

The results of this research can practically be used as consideration for students who want to improve the soft skills they already have to prepare themselves for the

world of work. Based on the data obtained, improving soft skills in students is necessary to be able to compete in the world of work which currently pays attention to soft skills in recruiting employees.

6.3. Recommendation

Based on the research that has been carried out by current researchers, there are several recommendations for future researchers who want to research this matter:

a) It is recommended that further researchers extend the time period used to obtain the required data accurately and better

b) It is recommended that future researchers use a broader research scope

c) It is recommended that future researchers use more diverse data collection methods

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