

# THE INFLUENCE OF SOFT SKILLS AND HARD SKILLS ON THE PERFORMANCE

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## ABSTRACT

The target of this study is to observe the impact *soft skills & hard skills* on employee performance. This study uses a quantitative method. The data source used is primary data, especially through distributing questionnaires. This study had a population of workers in the *manufacturing* department of PT. JFE Steel Galvanizing Indonesia. To take samples using saturated sampling a total of 95 respondents. This research provides results that the *soft skills variable* has an influence but is not significant on employee performance, given the fact that the sig level ( $0.299 > 0.05$ ) and  $t_{count} < t_{table}$  ( $1.044 < 1.986$ ). Then, the *hard skills variable* has a partial impact on employee performance, observed through the sign level ( $0.000 < 0.05$ ) as well as  $t_{count} > t_{table}$  ( $16.422 > 1.986$ ). Through simultaneous test results it can be seen that *soft skills & Hard skills have a significant impact* on employee performance, through the sign level ( $0.000 < 0.05$ ) and  $F_{count} > F_{table}$  ( $186.578 > 3.097$ ).

**Keywords:** Soft Skills, Hard Skills , Employee Performance

## INTRODUCTION

HR is a valuable asset and a major factor in a company. The success of a company is related to its human resources. The quality of human resources is used by companies to achieve predetermined targets. In the 5.0 era , companies are required to be able to manage their human resources with quality and expertise . The competencies referred to here are related *Soft skills* and *hard skills* are aligned with the job description and skills of the employee's position, because in the future there will be an increasing need for reliable human resources to resolve or overcome increasingly complex problems and challenges. So , as time and technology develop in the world of work, both *hard skills & soft skills* are needed to improve employee performance which will have an impact on achieving organizational or company goals. Efforts to Improving employee performance has become an important issue along with increasing

competitive demands on companies. For this reason, it is necessary to have targeted and continuous planning to improve the professional abilities of employees of an organization or company by holding or providing training for employees. This skills improvement also aims to increase employee productivity because training programs indirectly play an important role in developing or improving employee performance so that they always improve their skills in *hard skills* & training activities. *soft skills* .

Necessity *Soft skills* are explained in the book *Soft Skill Development* by Widarto (2011) explaining that it is an improvement in a concept called social & emotional intelligence. *Soft skills* are defined as skills that go beyond academic and technical. *Soft skills* are more psychological in nature so their impact is more difficult to see but can still be felt, for example: adaptability, communication, discipline, understanding of work culture and company culture. This *soft skill* ability can enable us to create a comfortable working atmosphere together with our teammates office or at an organization because it is easy to interact positively with other people, so that a comfortable work environment will help employees work optimally and will have an impact on improving employee performance . There is a need to improve employee performance not only in *soft skills* but also *hard skills* . *Hard Skills* according to Arikunto, et al (2014:49) related to *technical skills* which are interpreted into 2 namely " *Pure technical knowledge or functional skills Skill to improve the efficiency of technology, that is improvement or problem solving skill* ". At the same time, if we look at the standard for measuring *hard skill abilities* from the reference for measuring *hard skills* especially the insight and technical skills needed to improve problem solving , which can be seen from concrete evidence such as certification and awards. Employees who have *hard skills* can complete their work well and optimally because it has been clearly proven that the employee has expertise in their field . This expertise is based on training that has been followed and has been tested by authorized institutions. So by having *hard skills* , employees will be able to produce better performance.

Neither *soft skill* nor *hard skills* can be improved through training *and* development. According to Wayne (2008), training is an activity designed to provide all students with the skills and insight needed for today's employees. Rather, development leads to activities aimed at increasing competency for a long period beyond the current position to anticipate the needs of future, increasingly advanced groups.

*Soft skills* and *hard skills* training has become a necessity for companies to develop employee performance. Likewise at PT. JFE Steel Galvanizing Indonesia (JSGI) . PT. JSGI is a subsidiary of JFE Steel Corporation, which has very sophisticated steel production

technology, available in Japan at the 2nd level . PT. JSKI was formed as the first company in Indonesia that can produce maximum quality galvanized steel for cars. The address is in the MM2100 Industrial Area, Cikarang, Bekasi Regency.

## **LITERATURE REVIEW**

### **Human Resources Management (HRM)**

According to Hasibuan (2017) HRM is the art and science of managing employee functions and relationships so that they can optimally help achieve company targets.

#### ***Soft Skills***

Purnami (2013) *soft skills* are skills for individuals, groups and the surrounding environment of the creator. According to John Doe , et al. (2009) in Julduz, et al. (2023) , *soft skills indicators* are:

1. Creativity or Innovation,
2. Futuristic Thinking,
3. Problem solving
4. Organizing
5. Self management

#### ***Hard Skills***

The definition of *hard skills is explained in a book entitled Soft Skill Development* by Widarto (2011) explaining that hard skills are the minimum skills needed by workers to carry out their duties. Individuals at the same level of experience and education have the same *hard skills* as well.

Indicators for the *hard skills variable* according to Julduz, et al. (2023), namely:

1. Calculation ability
2. Technical capabilities
3. Knowledge and insight
4. Ability to use technology
5. Critical

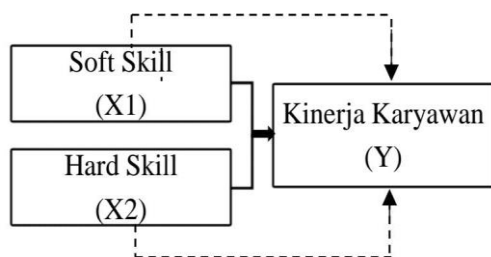
### **Employee performance**

Performance (work achievement) according to Hasibuan (2017) is a work achievement achieved by an individual to carry out the role given to him based on his experience, ability and skills.

According to Baldauf, et al. (2001), the indicators are:

1. Working quantity
2. Quality of work
3. Effectiveness
4. Punctuality
5. Independence

### Hypothesis Framework



### Information:

Partially : \_\_\_\_\_

Simultaneously ÷ - - - -

### Hypothesis

In this study, hypotheses are proposed to provide guidance & concrete evidence about observed events and are used as a guide for decision making.

1. H1 = impact *soft skills* on employee performance at PT. JFE Steel Galvanizing Indonesia .
2. H2 = impact *hard skills* on employee performance towards PT. JFE Steel Galvanizing Indonesia .
3. H3 = Impact of *soft skills & hard skills* simultaneously on the performance of PT employees. JFE Steel Galvanizing Indonesia.

## METHODS

Assessment associative is the type used in this study, with a quantitative approach. Then the technique used in this study is evaluation data & questionnaires regarding the acquisition of hard skills training & *soft skills* company . This study was held at Jl. Aru Blok F Sukasejati, MM2100 Industrial Area, Bekasi Regency, Cikarang South West Java 17530. This study will be held from January - October 2023.

This study has a population of PT workers. JFE Steel Galvanizing Indonesia with 95 employees from the *manufacturing department* . The sample is all production division workers because this department requires a lot of hard *skill & soft skill* training so that all production workers will be the sample for this study, based on the opinion of Sugiyono (2019), Saturated Sampling is a method of determining the sample if all population participants are used as a sample.

### 1. Primary Data Source

The primary data source in this study was that the author conducted interviews with HRGA (Human Resource and General Affairs) staff and distributed questionnaires to predetermined samples.

### 2. Secondary Data Sources

This source is through books and research journals as well as through PT *Hard Skill & Soft Skill Training Evaluation documents*. JSG I

This study aims to collect data using questionnaires, interviews and documentation by collecting training evaluation data documents ( *Effectiveness Training Form* ). To collect data, a questionnaire was used. Data collection techniques include asking a series of questions to respondents . In this study , the questionnaire was distributed online from Google Form to respondents who were employees *of the manufacturing* department of PT. JFE Steel Galvanizing Indonesia.

## DISCUSSION

This test is to differentiate  $r$  count &  $r$  table for use  $(df) = n-2$ , where  $n$  is the total sample . If  $df = 95-2$  then we get 93, and  $\alpha = 0.05$  so the  $r$  table is 0.194. Analyzed using SPSS software .

Item	r hitung	r tabel	keterangan
X1.1	0,696	0,194	Valid
X1.2	0,782	0,194	Valid
X1.3	0,694	0,194	Valid
X1.4	0,729	0,194	Valid
X1.5	0,718	0,194	Valid
X2.1	0,857	0,194	Valid
X2.2	0,907	0,194	Valid
X2.3	0,938	0,194	Valid
X2.4	0,919	0,194	Valid
X2.5	0,918	0,194	Valid
Y.1	0,958	0,194	Valid
Y.2	0,960	0,194	Valid
Y.3	0,927	0,194	Valid
Y.4	0,927	0,194	Valid
Y.5	0,838	0,194	Valid

Differentiate *Ronbach 's alpha* is an alpha of 0.60, that is, if *Ronbach 's alpha* is  $> 0.60$ , the indicator is called reliable. Table These are the test results using SPSS on X1, X2, and Y:

No .	Variabel	Cronbach 's alpha	Standar alpha	Keterangan
1.	<i>Soft Skill</i>	0,773	0,60	Reliabel
2.	<i>Hard Skill</i>	0,946	0,60	Reliabel
3.	Kinerja Karyawan	0,952	0,60	Reliabel

Normality Test *Kolmogorov-Smirnov (KS)* statistical test , obtained *Asymp.Sig (2-tailed)*, namely it is known that the significance level is  $0.402 > 0.05$ , so the variable is normal. Multicollinearity Test The test results were observed by the VIF variables X1 and X2 being  $1.299 < 10$  and the tolerance being  $0.770 > 0.1$ . Therefore, there is no multicollinearity phenomenon in the data. scatterplot decision making is that there is no heteroscedasticity because there are no wavy points, widening then narrowing. In this research, the heteroscedasticity test was also proven using the Glejser test . The significant values of the 2 variables do not experience heteroscedasticity because the sign of each variable is :

- a. *Soft skills* variable (X1) =  $0.247 > 0.05$

- b. *Hard skills* variable (X2) = 0.161 > 0.05

### Hypothesis testing

1. t test
  - a. Sign value of the impact of *soft skills* is 0.299 > 0.05 and t count 1.044 < 1.986
  - b. The sign value of the impact of *hard skills* is 0.000 < 0.05 and t count is 16.422 > 1.986
2. F test

It was found that the sign was 0.000 < 0.05 and f count > f table was 186.587 > 3.097.

### Coefficient of Determination

The test is targeted at measuring the range of model expertise to describe the variation in the dependent model seen through the Adjusted R square which is 0.798 or 79.8% of employee performance. However, the difference of 20.2% is influenced by variables outside the study.

### Influence Partial *Soft Skill* (X1). on Employee Performance (Y)

Partially it is shown that variable X1 has an influence but is not significant on variable Y. Judging from the significance value of t table 0.299 > 0.05 and t count 1.044 < t table 1.986. This happens because the population in this study are employees of the *manufacturing department*, where the employees of this department's job specifications are more about making products, so they rely heavily on *engineering skills*.

### The Influence of *Hard Skills* (X2) Partially on Employee Performance (Y)

Partially, the results of this research show that variable. This is because the population used is employees of the production section, where this section really needs *hard skills* with high accuracy to be able to operate production machines and production equipment in making products.

### Influence of *Soft Skills* (X1) and *Hard Skills* (X2) Simultaneously on Employee Performance (Y)

Simultaneously, this research provides results that *soft skill* and *hard skill variables* have a significant influence on employee performance variables. This can be seen from the

significance value of  $F 0.000 < 0.05$ , which means that the F value obtained is significant . This means that *soft skills* and *hard skills* are able to simultaneously influence employee performance improvement.

### Suggestion

Researchers provide suggestions with the aim of being useful for the progress of PT. JFE Steel Galvanizing Indonesia, as follows:

1. Further improve the quality of *soft skills training* related to employees' ability to project the things that need to be achieved, for example with training material to increase self-confidence to set goals in accordance with existing targets and be able to project these things until they are achieved. This aims to increase *soft skill competency capabilities* and be able to have an impact on employee performance.
2. Improving the quality of *hard skill training* related to employee knowledge and insight, with the hope that this will be able to improve employee *hard skill abilities* and be able to have an impact on employee performance.
3. For future researchers, it is hoped that they will be able to expand their research so that they can conduct research with more complete factors regarding the influence on employee performance.

### CONCLUSION

Having Human Resources (HR) with *soft skill* and *hard skill competencies* that match *the job description* and position competency is a valuable *asset* for a company. The quality of these competencies also needs to be improved by holding or providing training facilities, because training itself has become a necessity for companies so that it can have an impact on employee performance so that they can achieve company targets. Based on the analysis carried out in the research, it is known that :

- 1) Partially variable X1 does not have a significant influence on variable Y, because manufacturing department employees are dominated by *technical skills* related to operating production machines and production equipment.



- 2) Then, partially, variable X<sub>2</sub> has a significant influence on variable Y, because production employees use more *hard skills* with high accuracy.

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