

## Conference Paper

# Soft Skills: Qualifications More Targeted By the Users of Hospital Administration Vocational Studies Graduates

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## Abstract

The classic problem in education that is still accurate to be debated is the lack of relevance of education to the world of work. As if, the world of education and the world of work runs on different track directions. Education desperately creates hard skills for its graduates, meanwhile, the world of work is working hard to prepare the workforce it wants in separate training. Finally, education seemed to fill the students with high-level hard skills, while the working world shouted "That's not the main thing for us..." because our hard skills can be trained while the characters we are looking for. This article reveals that the soft-skills qualification is at the top of the list as the qualification expected by the world of work for the graduates of the Hospital Studies Program. Respondents were the HR Manager of 22 private hospitals in Depok who were interviewed with questionnaires in April 2017.

**Keywords:** hard skills, soft skills, qualifications

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Received: 8 June 2018

Accepted: 17 July 2018

Published: 8 August 2018

Publishing services provided by  
Knowledge E

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Selection and Peer-review under the responsibility of the 2nd ICVHE Conference Committee.

## 1. Introduction

The classic problem in education that is still accurate to be debated is the lack of relevance of education to the world of work. As if, the world of education and the world of work runs on different track directions. Education runs in its own world with the language of God. Meanwhile, the world of work is working hard to prepare the workforce that it wants in a separate training. The slogan 'link and match' awakens the world of education to the meaning of the relationship between the world of education with the world of work. Thus, the orientation of education becomes increasingly clear that creating a 'ready-made' man. On the other hand, the industry is no longer too burdened with training to prepare its workforce because the competence of graduates is ready for work is no longer just ready training.<sup>1</sup>

Competence of graduates to be a good name of the study program, therefore the change of curriculum is more focused so that students are ready to work become

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urgent nature. One way that can be pursued is a change in the curriculum based on the job market, because each company needs professionals according to qualifications sought.<sup>2</sup>

Qualifications hard skills and soft skills are two things that have always been an important topic in the world of work. Hard skills refers to the academic and technical skills that can be gained through education and training, whereas soft skill consists of non-technical skills that are invisible and more related to one's emotional intelligence.<sup>3</sup> If hard skills are more about technical work, then soft skills Dealing with the development of attitudes and self-character or the ability to manage humans, such as managerial skills, communication skills, leadership, networking, or personal development.<sup>4</sup>

Hard skills and soft skills complement each other. This indicates that superior workers are workers with good technical and behavioral skills. Thus, to produce maximum performance, one must possess balanced competencies, between technical and non-technical (behavioral) abilities.<sup>5</sup>

## 2. Hard Skills

Hard skills are technical skills related to a particular job domain such as engineering, marketing, finance, or construction. They are called hard skills because they are special, real, and often observable.<sup>6</sup>

Hard skills are the knowledge and technical abilities that a person possesses. Technical knowledge that includes knowledge of the design and features of the product, develops it according to technology, solves problems and analyzes the usefulness of the product in an attempt to identify new ideas about the product or service.<sup>7</sup>

The ability of hard skill is all that relates to the enrichment of the theory on which to base the analysis of a decision. Hard skill can be judged from a technical test or practical test. Hard skills describe behaviors and skills that can be seen eye (explicit). Hard skill is a skill that can produce something, its visible and immediate.<sup>8</sup> So it can be concluded that hard skill is a technical skill related to the field of science that can be observed and measured, obtained by studying the knowledge and also can be obtained from people who are experts and experienced in the field.

## 3. Soft Skills

Soft skills are usually difficult to observe and measure. These skills are necessary for everyday life as well as needed in the world of work. Interacting with each other,

communicating, listening, engaging in dialogue, teamwork, problem solving are some of the activities that require this skill.<sup>9</sup>

Soft skills are a person's skill in dealing with others (Interpersonal skills) and self-discipline skills (Intrapersonal skills) capable of developing maximum performance.<sup>7</sup>

So it can be concluded that soft skill is a skill that cannot be measured and observed because it does not have a benchmark. This skill is formed through the relationship of self to the surrounding environment as well as the desire within a person. This skill is very needed in the world of work that requires working together in teams and must work with other employees.

## 4. Method

This research took place during April 2017 involving 22 respondents of Human Resources Manager of private hospital in Depok who were interviewed with questioners.

## 5. Research Purpose

This article reveals what qualifications are expected by the world of work to graduate Vocational Studies Program UI.

## 6. Result

Note:

1. Able to demonstrate professional attitude and behavior
2. Able to communicate interpersonal well
3. Mastering hospital accreditation
4. Able to create a unit work program
5. Able to create SOP
6. Able to operate computer software
7. Able to do complaint handling well

Figure 1 shows that users prefer graduates with qualified soft skills. Professional behavior tops the list with a percentage of over 70%. Likewise with the second order is

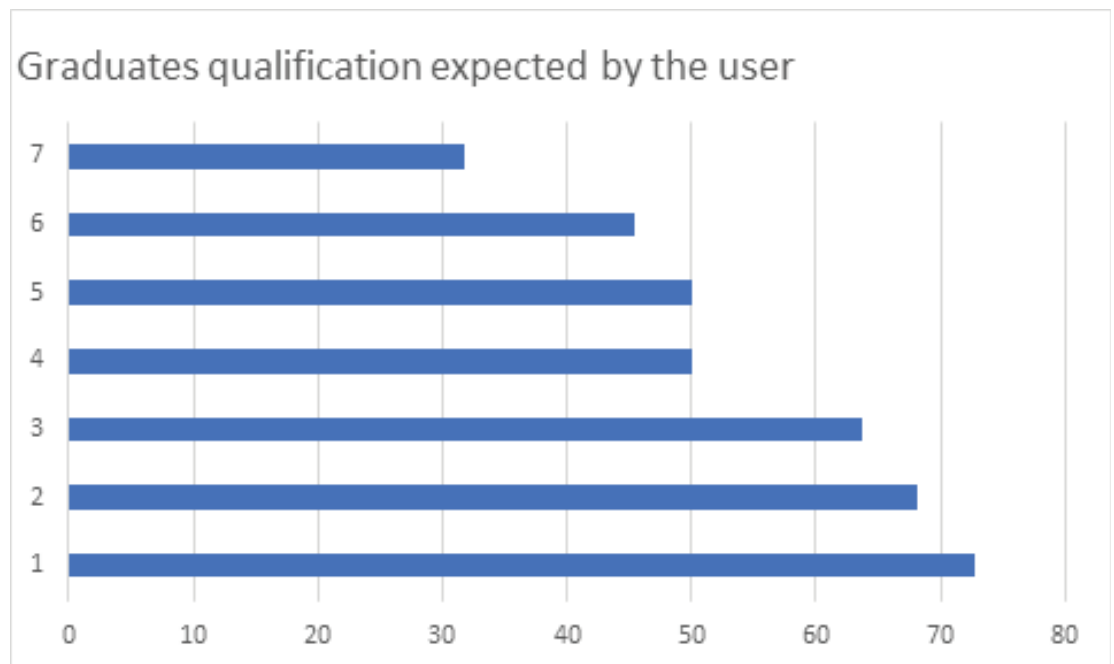


Figure 1

still putting one of the skills to communicate (soft skill). Mastery of hard skills requiring technical skills in hospitals such as acquisition of accreditation, work program preparation, SOP and computer software operational capability ranks 3rd, 4th, 5th and 6th. The 7th order returns user wants the ability of soft skill (handling complaint) as Qualifications required.

The results of interviews with 22 Private Hospital Managers in Depok revealed that recruiting employees does require a mix between hard skill and soft skill. The company considers that it is useless if hard skill is good but its soft skill is not. When recruiting, companies tend to choose candidates who have better personalities despite the lower hard skills. The reason is simple: giving skills training is much easier than character formation. Even then emerging trend in recruitment strategy, that is recruit for attitude, train for skill. In employee recruitment, technical and academic skills (hard skills) are more easily selected, can be found on resume list, work experience, achievement index and skill are mastered. As for soft skills are usually evaluated by psychologists through psychology and in-depth interviews. Interpretation of psychological results, although not guaranteed 100% correct but very helpful to the company in placing the right person in the right place. Generally weakness in the soft skill inherent character of a person. This ability can be sharpened and enhanced along with work experience. One way to change it through learning by doing. However, one powerful way to improve soft skills is to interact and move with others.

## 7. Discussion

Three main elements that must be fulfilled by someone to be said to have competence that is knowledge, skill, and attitude. Competency must be measurable, judged, demonstrable and observable through behavior while performing tasks. The ultimate goal of competence is the desired behavior (desired behavior) and needs to be demonstrated in performing the task. Soft skill in its development is largely contributed by the personal character that comes from the upbringing of the family environment/parenting, traditions and the influence of the social environment. Soft skill skills needed in some companies include leadership, creativity, communication, and honesty.<sup>10</sup>

Soft skill is a character attached to a person. It takes great effort to change or improve it. However soft skills are not something stagnant. This ability can be sharpened and enhanced along with work experience. There are many ways to improve Soft skills. One of them through learning by doing. Although a powerful way to improve Soft skills is by interacting with others, a strong desire within oneself to change personal character is also capable of improving soft skills.<sup>10</sup>

Soft skills development in universities can also be done through the activities of learning process and student activities in extra-curricular activities or co-curricular activities. The most important thing, soft skills are not memorized materials but are practiced by individuals who are learning or who want to develop them because before entering the world of work, it would be nice to hone the skills of hard skill and soft skill in college. Companies want employees who are 'high competence' in both soft skills and hard skills.<sup>10</sup>

One question that is always a matter of debate is which is more important between soft skills and hard skills in the world of work? The results presented in this article conclude that most of the requirements required by the company is soft skill. However, in any case, if soft skills are not matched by hard skills, the employee's value is zero. This is stated also by Widayanti<sup>11</sup> research on the influence of hard skill and soft skill on employee performance which concluded that hard skill and soft skill together significantly affect employee performance.

## 8. Conclusion

The results presented in this article conclude that most of the requirements required by the company is soft skill. However, in any case, if soft skills are not matched by hard

skills, the employee's value is zero. Hard skills can be easily obtained by learning and practicing. As for soft skills will appear when someone has found the concept itself. Soft skills will be born when someone has a great motivation to change better than before. Soft skill focuses more on a person's character, formed by the environment and desire from within oneself, while hard skills can be learned in college.<sup>12</sup>

## 9. Suggestion

Changes in college curriculum, especially Hospital Studies Program which focuses more on character building as an effort to improve student soft skills become urgent in nature. One way that can be pursued is a change in the curriculum based on the job market, because every company needs professionals according to the qualifications sought.

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