

EFFECT OF HARDSKILL AND SOFTSKILL ON EMPLOYEE PERFORMANCE

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Abstract

Career development is the company's obligation to fulfill employee rights. So that employee commitment arises in the work process. Effective career development will result in job satisfaction and the form of reciprocity will make maximum efforts with all the abilities it has to complete its work tasks. Human Resources are important assets and act as the main driving factor in the implementation of all agency activities or activities, so they must be managed properly in terms of empowerment and capacity building. This research was conducted to collect readings and find out what are the effects of hard skills and soft skills on employee performance. This study uses the SLR (Systematic Literature Review) method. SLR is a research approach that involves the identification, evaluation, and interpretation of all relevant research results to answer a particular research question, theme, or phenomenon of relevance. Based on the results of 10 journals that researchers found, it is important for companies to increase empowerment, hard skills, and soft skills in an effort to improve employee performance. Employees must be more empowered in ways such as providing job delegation, talent coaching, education and development, so that each employee can be more empowered and develop.

Keywords:

Hardskill, Softskill, Employee Performance

PRELIMINARY

Humans are creatures who have the privilege of the ability to think. Humans are different from other creatures in terms of life and the natural functions attached to them. Thus, humans have a duty to use their minds and abilities to meet the needs that exist in this world. Human Resources is the holder of the most important role in a unit. HR is an important asset and plays a role as the main driving factor in the implementation of all agency activities or activities, so they must be managed properly in terms of empowerment and capacity building. One thing that can be done as human resource empowerment is to carry out general management which includes aspects of planning, organizing, directing and controlling.

Empowerment of human resources as employees is a strategy so that the image of the organization in the eyes of consumers becomes good because it is related to consumer trust and satisfaction. Learning from a constantly changing environment is certainly a lot of considerations for organizations to pay attention to what is the key to increasing work productivity which will have an impact on the organization's image (Ratnasari, 2020). Companies need the empowerment of human resources in order to be able to create a balance between the goals, objectives and activities of various parties. In addition, it is also needed to achieve work efficiency and productivity. Without a workforce, the company's goals cannot be achieved. Therefore, it is very important to empower human resources from the start, such as since the human resource recruitment process. So the overall goal of human resource management is to improve the productive contribution of people or workers to the organization or company by being strategically, ethically and socially responsible for their work.

What employees need to have in an organization that sets a minimum cumulative achievement index is to measure the employee's ability based on ability in science and mastery in terms of technology, which is more academic. The reason is that the organization wants to ensure that its prospective employees have the ability with the expected standards so that employees are able to adapt to changes that often occur in the external and internal environment of the organization. The uniqueness of this human resource asset requires management that is different from other assets, because these assets have thoughts, feelings, behaviors, so that if managed properly they can actively contribute to the progress of the organization. In other words, organizations must be increasingly selective in determining who and how to do the work.

The professionalism of employees in using their abilities is a form of responsibility for the success of this development program. Broadly speaking, career development is the company's obligation to fulfill employee rights. So that employee commitment arises in the work process. Effective career development will result in job satisfaction and the form of reciprocity will make maximum efforts with all the abilities it has to complete its work tasks. Thus the productivity and work results of employees will increase optimally. Individuals who are satisfied with their work

will be motivated to do better work. A person with a high level of work productivity shows a positive attitude towards his work. Satisfied employees will be more pro to the company, think positively,

Soft skills in the reality of developments in the world of work, rapid developments in the field of science and technology have encouraged organizations to apply, utilize, and manage knowledge and advances in technology for organizational developers. Along with these developments, the work carried out by the workforce is getting heavier. It takes a workforce who has a unique ability and skill specification, which distinguishes it from workers who work in competing organizations. The simplest form of implementing soft skills is a person's ability to motivate himself and use his initiative, namely having an understanding of what is needed to be done and can be done well, useful for overcoming small problems that arise suddenly and can continue to survive if the problem has not been resolved. Although soft skills are characteristics that are inherent in a person and need hard work to change them, soft skills are not something that is stagnant, these abilities can be optimized by training and honed with work experience.

Furthermore, hard skills are often interpreted as determining the size of an individual in terms of technical ability which can be seen from the evidence he has, such as certificates, awards and others. This means that Hard Skills are obtained by someone through educational institutions to obtain abilities that support them in solving problems. Many organizations or companies that set the Hardskill criteria as a measure of the ability or description of the quality of employee performance possessed by the organization or company to its consumers, with the aim of consumers giving a positive view of the organization, that employees are considered to meet the quality that should be. This means that the organization or company wants to show that the performance of its employees has the ability in knowledge and technology, and able to respond to an ever-changing environment. Hard skills (technical skills) are indeed important in a job. But if you don't have good soft skills, it's no wonder that after decades of working someone's achievements have not increased. Very different from those who have good soft skills, their achievements are little by little and continue to reach higher levels.

The importance of having hard skills as mastery of science, technology, and technical skills related to the field of science. The simplest thing in hard skills is having technical skills that are inherent or needed for a particular profession. As employees who are committed to progress, they must have balanced abilities and skills.

Based on some of the interests above, the researchers conducted a review review to determine the effect of hard skills and soft skills on employee performance.

Hard skills

Hard skills are technical knowledge and abilities possessed by someone, Technical knowledge which includes knowledge about the design and features of the product, developing it

according to technology, being able to overcome problems that occur and analyze product uses in an effort to identify new ideas about products or services. these services (Rasid, 2018). Hard Skill is the ability to master science and technology and technical skills in developing Intelligence Quotient (IQ) related to their field. This technical knowledge includes the knowledge needed for a particular profession and its development in accordance with the technology used must also be able to overcome problems that occur and be able to analyze them. Hard skills describe behaviors and skills that can be seen by the eye. Hard Skills can be assessed from the Technical test or Practical Test. Elements of Hardskill can be seen from Intelligence Quotion Thinking which has indicators of the ability to calculate, analyze, design, insight and broad knowledge. Hard skills have a very important role to be developed, the purpose of this role is that someone will do a job properly and correctly according to the hard skills he has.

Soft skills

Soft skills are a person's skills in dealing with other people (interpersonal skills) and self-regulation skills (intra personal skills) that are able to develop to work optimally. Soft skills is a social or sociological term to indicate a person's level of EQ, which consists of a group of personality traits, accepted by society, communication, language, a person's habits, friendliness, and optimism that characterize relationships with others. Soft skills are a complement to one's hard skills, skills and life skills, both with oneself, in groups or in society as well as with the Creator. Broadly speaking, soft skills are a combination of intrapersonal and interpersonal skills, Wahyuni (2016).

Soft skills are a person's skills in dealing with others and self-regulation skills that are able to develop to work optimally. The concept of Softskill is actually a development of a concept that has been known as emotional intelligence. Broadly speaking, soft skills can be classified into two categories, namely intrapersonal and interpersonal skills. Intrapersonal skills include: self-awareness (self-confidence, self-assessment, traits & preferences, emotional awareness) and self-skills (improvement, self-control, trustworthiness, time management, proactive, conscientious). While interpersonal skills include social awareness (political awareness, developing others, utilizing diversity, service orientation, empathy and social skills (leadership).

Employee performance

Performance in general is related to the results of one's work that has been done, both with regard to quality, the number of results of work and the timeliness of completing the work. Employee performance appraisals are based on traits, behaviors, and results. Traits related to the characteristics of employees, loyalty to the organization, perseverance, good at making friends/cooperating or often referred to as soft skills. Performance is a combination of values from the daily behavior of employees that contribute to the achievement of the vision, mission and goals of the organization/company. that if an organization/company cannot assess or measure the

performance of its employees, the management of the organization/company cannot run properly.

Performance is a function of motivation and ability, to complete tasks and work a person should have a certain degree of willingness and level of ability. A person's willingness and skills are not effective enough to do something without a clear understanding of what to do and how to do it. Employee performance is a very important thing in the company's efforts to achieve its goals. Organizational performance is largely determined by the performance of individuals, in organizational performance the achievement of results lies at the level or organizational unit, so that it includes all elements in the organization, one of which is an individual or individual.

RESEARCH METHODS

This study uses the SLR (Systematic Literature Review) method. SLR is a research approach that involves identifying, evaluating, and interpreting all relevant research results in order to answer a particular research question, theme, or phenomenon of relevance. SLR in Indonesian is a systematic literature review which is a literature review method that interprets the findings on a research topic to answer research questions that have been set by the researcher. To assist researchers in finding discussions from previous studies, researchers searched for 10 previous studies that were relevant to the problems that the researchers formulated.

Based on the results of the exploration of previous research, the researchers found relevant results related to the hard skills and soft skills possessed by employees as supporting professional performance. From these results, the researcher provides a description to explain further from the researcher's perspective. The explanation is also intended to find a little difference between the current research and previous research.

RESULTS AND DISCUSSION

Journals That Meet the Assessment Criteria

1. Marya Mujayana (2020) Effect of Hardskills and Softskills on Employee Performance (Quantitative with Hypotheses) "Human Resources (HR) is the most important element in an organization. The quality of human resources is also utilized by the company to meet the increasingly high demands of the market. The results of the study found that the ability of hard skills and soft skills had a significant effect on employee work productivity with an R2 value of 83.3%. The hard skills variable contributed 17.6% with a significance value of $0.015 < 0.05$. Meanwhile, soft skills contributed a significant 39.4% $0.000 < 0.05$ ".
2. Rahayu Widayanti (2012) The Influence of Hard Skills and Soft Skills on Employee Performance (Study at PT. Telkom Kandatel Malang) (Explanatory research)

"Organizational competition factors can challenge every human being who works for business organizations. Public organizations, however, only require human resources to provide primary services PT. Telkom Kandatel Malang is a public organization engaged in information and communication, and provides services and telecommunications networks. The results show that hard skills and soft skills have a positive and simultaneous effect on employee performance Partially hard skills and soft skills variables have a significant positive effect, hard skills variables are found to be the dominant variables have an influence on employee performance ".

3. Zulkifli Rasid, Bernhard Tewal, Christoffel kojo (2018) The Influence of Hard Skills and Soft Skills on Employee Performance at Perum Damri Manado (Associative Research) "Global competition requires companies to improve the performance of their human resources. The performance of human resources is largely determined by the hard skills and soft skills they have. The results show that hard skills and soft skills have a significant effect on employee performance either simultaneously or partially. The results of the t test can be concluded that the hypothesis is accepted. The results of this study suggest that Perum DAMRI Manado continues to pay attention to improving hard skills and soft skills by conducting training so that employee performance is getting better".
4. Vera Dwi Wijayanti, Tony Susilo Wibowo (2021) Effect of Hard Skills and Soft Skills on Employee Performance at the Giri Tirta Regional Drinking Water Company (Pdam) Office Gresik Regency (Quantitative Approach) "The results obtained prove that hard skills and soft skills have a positive and positive effect on significant effect on employee performance either partially or simultaneously. The t-test showed that the hypothesis could be accepted. Therefore, this research is suggested that PDAM Giri Tirta Gresik Regency can pay better attention to the hard skills or soft skills of employees".
5. Sri Langgeng Ratnasari, Okhe Alivhia Thiyarara (2020) Effect of Hard Skills, Soft Skills, and Training on Productivity of Trainees' Employees (Questionnaire) "The results obtained in this study are that Hard skills have a significant effect on the productivity of trainee employees. Soft skills have no significant effect on the Productivity of Trainees' Employees. Training has a significant effect on the Productivity of Trainees' Employees. Hard skills, Soft skills, Training have a significant effect on the Productivity of Trainees' Employees.
6. Ida Nuryana; Triwahyudiyanto (2016) The Effect of Softskills and Hardskills on the Performance of Al-Rifa'ie Modern Vocational High School Prakerin Students (Study on Al-Rifa'ie Gondanglegi Modern High School Prakerin Students) (Survey) "The data were

analyzed by multiple linear regression analysis. The results of this study indicate that the dominant variable is the hardskill variable. Hard skills have a significant influence because students have technical knowledge and technical skills obtained from business practice or industrial practice.

7. Wahyu Astutik, M. Sulhan (2022) Job Training, Soft Skills and Hard Skills Encouraging Employee Performance Improvement (Quantitative Descriptive) "The results of the study found that the three independent variables (X) had a significant effect on employee performance. The results of the partial test of this study indicate that the ability of hard skills has less effect on improving employee performance. This study also shows an R2 value of 0.682 which means that this model is able to provide an explanation of various variations of the dependent variable by 68%".
8. Akhmad Jafar, SE., MM Wahyuni (2016) The Influence of Hard Skills and Soft Skills on Employee Performance at the Education Office of South Sulawesi Province (Quantitative) "Thus it can be concluded that to improve employee performance can be done by increasing hard skills and soft skills. Suggestions from this research are to improve employee performance, the Education Office of South Sulawesi Province should always hold training programs related to technical work in accordance with technological developments and improve communication skills to create work team relationships".
9. Setyanto Putro, Koes Yuliadi (2022) The effect of empowerment, hard skills and soft skills on the performance of art studio employees in Yogyakarta (quantitative approach with survey method) "The results of the research show that hard skills have a significant effect on soft skills employee performance. Hard skills are also known to have a positive effect on job performance on employee performance. Likewise, soft skills are also known to have a positive effect on employee performance. Therefore, it is important for art studio managers to increase empowerment, hard skills, and soft skills in an effort to improve employee performance".
10. Iffah Budiningsih, Tjiptogoro Dinarjo, Marlison (2020) Hard Skill Versus Soft Skill in Achieving Employee Performance in the Jakarta Mass Rapid Transit (Mrt) Infrastructure Project (Questionnaire with a linkert scale) to the achievement of employee performance on the MRT infrastructure project, even though it only contributes 10% in the achievement of employee performance; 2) the mathematical model $Y = 2.284 + 0.364 X_1$ can be used to predict the performance achievement of infrastructure project employees; 3) Partial or plural soft-skills with hard-skills do not have a real impact on the achievement of infrastructure project employee performance; 4) for types of work that rely more on

technic-skills related to a high level of accuracy, then the performance of employees is more influenced by hard-skills; 5) the need to include soft-skills that are in accordance with the hard-skills learned in the learning process as a hidden curriculum”.

Discussion

The results of observations of the 10 literature reviews above, the authors get a general description of the influence of the hardskills and softskills of company workers. Starting from the aspect of empowerment to work professionalism. The influence of employee empowerment on the company can occur because empowerment has become a much needed factor in the process of completing work. With empowerment, employees will develop and be able to optimize their potential abilities, so they can have the skills and knowledge needed to complete the job. Through empowerment, employees are given responsibility and can improve work processes which in turn can improve their performance. Therefore, without adequate support for employee empowerment, the results of the work of employees will also not be optimal. Many of the studies above prove that empowerment has a significant effect on employee performance. Therefore, the results of this study support the theory and previous research that shows the important role of empowerment in influencing employee performance.

Hard skills in the study were also proven to have a significant effect on employee performance. In working to be able to carry out tasks properly, adequate technical skills are required, especially for employee level tasks that require a lot of technical skills compared to managerial skills. Hard skills are also closely related to the intellectual intelligence of employees which relates to the level of knowledge needed in the process of completing work. The research shows that hard skills are a significant factor affecting performance. Thus the results of the study support the results of previous studies which showed the significance of hard skills in influencing performance.

Soft skills in the study were also proven to have a significant effect on employee performance. Conceptually, soft skills relate to personality or traits and interpersonal skills. These personality attributes and personal skills are needed in the process of completing the work. According to Wahyuni (2016), soft skills are personality traits, or interpersonal skills, which, together with hard skills, enhance work and are manifested during interactions with people. Soft skills are also known to determine about 85% of success in professional careers and significantly affect employee performance. Thus the results of this study further strengthen the results of previous studies which show the important role of soft skills in influencing employee performance.

This study shows that the empowerment of abilities and skills has a significant effect on employee performance. Thus, the more empowerment given to employees, it will have an impact

on improving employee performance. Hard skills in this study are also known to have a positive effect on employee performance, so the better the employee's hard skills, the higher the employee's performance. Soft skills in this study also have a positive effect on employee performance, so the better the soft skills of the art studio employees, the higher the employee's performance. Thus, empowerment factors, hard skills, and soft skills play an important role in determining employee performance.

Hard skills or technical abilities such as good verbal, mathematical and image classification skills are able to enable employees to continue to develop and improve work performance. Hard skills tend to be more visible (visible) and relatively on the surface as characteristics possessed by humans. Therefore, with good individual hard skills, it is expected that employee performance will increase even better in carrying out their work. Hard Skills that must be possessed by a worker are technical skills, analytical thinking, managerial, written communication, planning and conceptual thinking.

Individuals who have high emotional intelligence will perform better, while performance will be positive for employees who have high emotional intelligence, and will have a negative relationship when emotional intelligence is low. There are ten Soft Skills favored by managers at work, namely communication, courtesy, flexibility, integrity, interpersonal skills, positive attitude, professionalism, responsibility, cooperation and ethics.

Companies or organizations that are able to manage human resources so that they can develop optimally are by improving the performance of their employees. Having good Hard Skills and Soft Skills will motivate employees to improve their performance. Hard Skills and Soft Skills are factors that support the creation of good employee performance. Employee performance can be interpreted as the extent to which a person carries out his responsibilities and work duties, there are many factors that affect whether or not the work of an employee is good. Several things that affect the achievement of performance are the ability factor and motivation factor.

That is, employees who have an average IQ (IQ 110 – 120) with adequate education for their positions and skilled in doing their daily work, will more easily achieve the expected work performance. Therefore, employees need to be placed in jobs that match their expertise. Then, motivation is formed from the attitude of an employee in dealing with work situations. Motivation is a condition that moves employees who are directed to achieve organizational goals (work goals). Mental attitude is a mental condition that encourages employees to try to achieve maximum work performance. The mental attitude of an employee must be psychophysically ready (attitude mentally, physically, goals and situations). This means that an employee must be mentally prepared, physically able,

It is important for companies to know the performance of employees so that they can take steps to develop existing human resources in their companies by involving employees in certain

trainings. Environmental factors also affect employee performance, including how the physical conditions of the workplace, materials, time to work, supervision, organizational design and organizational climate.

CONCLUSION

Based on the results of this study, it is important for companies to increase empowerment, hard skills, and soft skills in an effort to improve employee performance. Employees must be more empowered in ways such as providing job delegation, talent coaching, education and development, so that each employee can be more empowered and develop. This requires a leadership role, so it must be more committed to empowering employees. Hard skills also need to be improved, among others, by encouraging employees to increase their education level and involving employees in employee job trainings. In this way, employees can have adequate competence and work knowledge as an important component of hard skills.

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