



# A STUDY OF INFLUENCING FACTORS OF SOFT SKILLS

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## Abstract

Soft skills are important because they help people to interact with each other effectively. In the workplace, developing soft skills can help employees to become better communicators, leaders, and problem solvers. Soft skills can be difficult to learn and practice, so studying them is an essential part of career advancement. The need for soft skills study by authors in the review of literature has been increasing in recent years. Many studies have highlighted the importance of soft skills such as teamwork, communication, problem-solving and decision-making for successful business performance. In addition, researchers have pointed out that these skills are imperative to career success, particularly in an increasingly competitive market. Furthermore, employers are placing a greater emphasis on these abilities when recruiting new hires. Therefore, it is essential that authors conducting a review of literature carefully consider the various factors of soft skills and evaluate the impact of soft skills on organizational performance and outcomes.

**Keywords:** Skills, Hard skills, Competency, Communication skills

## Introduction:

Human resources play a critical role in any organization. Human resources help organizations maximize the value of their employees by helping to create an environment where employees are engaged and committed to their job roles. This includes creating programs that foster motivation and encourage team building activities as well as providing feedback on performance and offering rewards for successful outcomes. Human resource are the backbone of any organization, that include the total skills, abilities, knowledge talent of an organization work force it also include the values, relationship, morals, benefits of people working in an organization. They involve the ability to communicate, listen, empathize, negotiate, problem solve, collaborate, lead, motivate and make decisions. Soft skills refer to the interpersonal and communication skills that help employees interact with each other effectively.

Soft skills are necessary to have successful relationships in life and the workplace. They help you interact better with others, form stronger connections, and give you an advantage when it comes to job opportunities. Soft skills include critical thinking, self management, teamwork, adaptability and emotional intelligence. They are essential for employees in any field because they allow individuals to work together more efficiently and effectively as a team. Additionally, soft skills can be developed over time that is essential for career success and personal growth. Bakke(1966) wrote “The general type of activity in any function of management is to use resources effectively for an organizational objective. The function which is related to the understanding, maintenance, development, effective employment, and integration of the potential in the resource of people’ I shall call simply the human resources function”.

**Skills:** Skill is a set of capacity of individual to do a piece of work. It is the capacity to use of one`s knowledge and talent effectively. It is the capacity of understanding, awareness, experience etc for doing good work. Skills are that ability that can be developed by training, experience, learning and practice.

According to Digby Jones (2004) “A degree alone is not enough. Employers are looking for more than just technical skills and knowledge of a degree discipline. They particularly value skills such as communication, team-working and problem solving. Job applicants who can demonstrate that they have developed these skills will have a real advantage”.

**Figure no; 1- Hard skills v/s Soft skills**

<b><u>SKILLS:</u></b>	
<b>Skills are the capacity of achieving the goals.</b>	
<b>HARD SKILLS:</b>	<b>SOFT SKILLS:</b>
<ul style="list-style-type: none"> <li>• Work experience</li> <li>• technological skills</li> <li>• statistical analysis</li> <li>• specialized skills</li> <li>• tangible</li> </ul>	<ul style="list-style-type: none"> <li>• communication skills</li> <li>• group work</li> <li>• social skills</li> <li>• inter-personal skills</li> <li>• conflict resolution skills</li> <li>• non-technical</li> <li>• interpersonal skills</li> <li>• intangible</li> </ul>

When a human being appointed to an organization, he/she recruit with not only technical proficiencies, experience etc. but also with their moral, passion, feelings, emotions. To retain in the competitive corporate world, a human

resource must have two types of skills; soft skills & hard skills. Hard skills are gained through hands –on experience or education it includes degree, diploma, experience and related knowledge of acquired skills.

Silla et al. (2009) define the soft skills in two ways; individual personal factors & environmental market condition; soft skills are most important part for success of any individual. Now a day every organization wants to good employ whose personality, communication skills, self-management are most effective that helps to develop the proficiency of any organization.

### **Objective of this study:**

Soft skills are those skills which are most important for individual & also organization. It include various important factors which affects the individual soft skills. So, the main objective of this study is to understand the concept of soft skill and identify the significant factor of soft skills which are helpful to develop the personality of individual.

### **Research methodology:**

The main emphasis of this paper is to determine the significant factors of soft skills which are influencing in the personality of individual and these factors are determined with the help of available literature reviews.

### **Literature review:**

**Fadhil, et al (2021)** investigated the effect of soft skill on employability of graduates in the technology industry. Researcher definite that every organization wants to acquire qualified employs with soft skills and hard skills , that's why candidate must have a group of qualifications and skill that effects there employability. Primary survey was conducted in two organizations of Malaysia for collecting the data. Researcher found that good soft skills of graduate employs can improve the performance of employ and led to business success.

**Cimatti (2016)** analyzed that soft skill is a very popular term for development of quality of organization and enter prizes. The purpose of this study was to determine how important soft skills are to any organization's quality. A significant soft skill assessment tool has been developed by Fondozine RUI in collaboration with the University of Cattolica Milano, according to the researcher who utilised it. The data was collected by questionnaire based on the martin Seligman theory. At last researcher found that there is a list of most important points that have to be focused and understand of soft skill, whose significance for the achievement of quality for any enterprise and organization.

**Heckman & Kautz, (2012)**. this paper has argued that soft skills predict success in life just as much as hard skill measures captured by traditional academic performance metrics like grades or standardized test scores . For this reason , it is important for programs aimed at improving students lives outside of school should address both hard cognitive ability areas like literacy from traditional achievement testing along with developing 'soft' skill areas through appropriate teaching methods .

The theoretical discussion on soft skills is linked to theory of human capital and development or capability theory of human (Jonck, 2014). The theory of human capital in education uses it as a critical component to be competent

in the global economy and as a necessary key to build the economy (Beckar, 2009; Bridstock, 2009; Rothwell & Arnold, 2007; Van loo & Rocco, 2004). The human person is used to demonstrate labour, develop knowledge, and demonstrate skills.

### Influencing factors of soft skills:

Soft skills include social graces, communication abilities, language skills, personal habits, emotional intelligence and a positive attitude. Soft skills can be used in many areas of life including work, education and social relationships. In the workplace specifically, soft skills are essential for career success. They can help you get ahead in your job by making sure you communicate effectively with colleagues and customers alike. Additionally, they can help you stand out from other candidates by demonstrating your interpersonal skills during job interviews or presentations. Soft Skills also play an important role in coaching others as they allow leaders to motivate employees through encouragement and positive reinforcement instead of discipline or punishment alone. Lastly, soft skills are also valuable when it comes to problem solving as they allow teams to work together efficiently while creating innovative solutions to difficult situations.

There are various significant factors of soft skills. Some of them are as follows.



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**Interpersonal Skills:** Interpersonal skill is the capacity of individual knowledge in acquiring and ability to perform and “talent as ability” (Immanuel et al, 2020). Lopes et al, (2015) defined that interpersonal skill improve the soft skills, found that improvement involved in communication skill, self exposure & anxiety control to deal with the current demand of the workplace. HR departments frequently handle recruitment activities like interviewing job applicants, negotiating salaries and compensation packages with new hires, and on boarding new

staff members into the organization's culture which requires excellent interpersonal expertise on behalf of the Human Resources representative involved in these activities.

**Conflict Management:** Harmony is one of the best ways of conflict management. "If harmony is reached & prevails through heaven & earth may all things be nourished & flourish". To play a good hearted concern for other is therefore the good path of making harmonious relationship (Chen, 1994). For creating good relation or negotiation it is used to achieve the ideal state of harmony by showing a respect feeling to others (Chen & Xiao, 1993).

**Communication Skills:** Communication skills define to the act, contact or interaction between the person to person to deliver the information, meaning & understanding (fisher, 1980). Some researchers have the mixture of views on communication competency that is used for predicting of employees success (Ryan & sackelt, 1987). The ability to communicate effectively with peer, customers, and superiors is a key soft skill for employees. Being able to communicate effectively with colleagues, customers and other stakeholders is key for any successful business or organization.

**Leadership:** Gosling and Murphy (2004) defined that maintain the sense of continuity according to change the time is key to successful leadership. Most evidence are available for described the practices as "management & leadership" are an internal part of same job mintzbery (1973,1975) gave 10 main rule of leadership such as: Figure head ,Leader, Liaison, Monitor, Entrepreneur, Disturbance, Handler, Spokesperson, Entrepreneur, Resource, Allocator, Negotiator. Leaders have the ability to motivate others and direct them towards a common goal or objective. They can inspire their team members, delegate tasks effectively and provide constructive feedback when needed. Leaders are responsible for setting the direction of the organization and motivating team members to accomplish goals in alignment with the company's mission and objective.

**Decision Making:** The research (Moore et al. 2007) held on the interpretation of grades that's show the school admission of graduate officers are unable to account for the lenience of grading at an applicant of undergraduate organisation when choice amongst applicants is highlighted by Fishhaff's findings, which have withstood 25 years of scrutiny, three main strategies foe minimal success, personal feedback built only for middle improvement in decision selection decision (Bazerman& Moore, 2008).

**Time Management:** The majority of task-related labour depends on the employee's capacity to divide her or his time wisely between several jobs (Martin et al. 1987). Most people with mental retardation struggle more with time management; it's a personal soft skill. Several researchers and educators have written numerous reports about how important time management skills are for everyone. Time management abilities have been linked to good performance, with some researchers favouring high achievement ratings and maturity (Britton & tesser, 1991). Being able to manage time effectively is essential for any organization's productivity levels - it allows employees to prioritize tasks correctly based on importance or deadlines, delegate different responsibilities among team members appropriately and stay organized throughout their day-to-day operations. Organizations rely on employees who can set priorities, manage their workloads efficiently and meet important deadlines on time.

Some other factors are also suggested by the different authors like team work skills, problem solving skills, and emotional intelligence etc.

**Teamwork:** The capacity to collaborate with others in order to accomplish tasks is an essential component of success in the workplace. Employees should be able to work together harmoniously in order to achieve goals more efficiently. Working together as a cohesive unit is essential to success in any organization; teamwork requires collaboration, communication, trust and respect among team members.

**Problem-Solving:** Problem-solving involves using analytical thinking skills, creativity and critical evaluation of various solutions in order to come up with an optimal solution that meets customer needs or solves organizational challenges. The ability to identify, analyze and solve problems in a timely and effective manner is an essential skill for any organization. The ability to analyze data, recognize patterns, and leverage critical thinking skills in order to come up with solutions for complex problems will serve any HR professional well.

**Adaptability/flexibility:** Change is a constant factor in most organizations; successful employees must be prepared to adapt quickly while remaining focused on their goals despite changes or challenges that arise along the way.

**Emotional Intelligence:** Effective HR professionals must have a high emotional intelligence in order to navigate the delicate nature of employee relations matters such as hiring and firing decisions as well as more sensitive issues like conflict resolution or workplace harassment complaints.

#### Different perspective of researchers:

SR.NO.	SOURCE	DESCRIPTION
1.	Ajit & Deshmukh,(2013)	Employability depends on the capacity of employees to acquire the key soft skill.
2.	Rahmat et al (2017)	Understanding the soft skill with carefully proposal should be process oriented not function oriented. Soft skills are accurate theory for improving the employability.
3.	Hamid et al (2014)	If implementation of the factors does successfully it leads to the development of employability.
4.	Engelbery (2015)	The main soft skills are identified in communication, listening decision making etc.
5.	Ciappei (2015)	Moral value may be defined as soft skills: ethics, justice, Prudence, Courage are all the

		important factors for improvement of transversal competences.
6.	Poblete ruiz (2015)	Interpersonal may be: individual & social & Systemic skills are as organization, entrepreneurial & leadership.
7.	Kingsley (2015)	Soft skill was identified as a key factor for developing leadership in Bruxelles has offered as a tool named “Social identify mapping” that defines as a gender, nationality, religion, status etc.

Source: Developed by researcher through different related articles & research papers.

Soft skills are important for success in the workplace because they help people to effectively collaborate, communicate, and understand each other. For example, soft skills such as empathy, problem-solving, teamwork, leadership, and communication are needed when working in groups or with customers. A study by The McKinsey Global Institute found that “soft skills account for up to 30% of the difference between high- and low-performing companies” (McKinsey & Company). Furthermore, a recent survey conducted by LinkedIn revealed that 93% of hiring managers believe soft skills are equally or more important than hard skills (LinkedIn). Therefore it is essential for organizations to focus on the development and improvement of these critical soft skills set in their employees.

### Conclusion

Soft skills are the social, personal, and communication skills that are needed to interact with other people. Soft skill studies involve developing an understanding of how to effectively communicate and interact with others. This includes developing strong interpersonal skills such as active listening, emotional intelligence, and conflict resolution. The study of soft skills also includes learning how to build trust in relationships and work collaboratively with different people in diverse environments. Other soft skill concepts may include empathy, self-awareness, resilience, creativity, adaptability and problem solving. A skilled person is one with skills and knowledge that are in demand by employers. This includes those who possess expertise in fields such as technology, engineering, advanced mathematics, healthcare and the sciences. Workers with these skills and abilities tend to be in high demand due to their ability to perform difficult tasks with ease and efficiency. Employers often seek out these individuals specifically when they require a specialized skill set or problem-solving capabilities that can aid in the development of new products and services.

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