

## ASSESSMENT OF THE IMPORTANCE & ROLE OF SOFT SKILLS & HARD SKILLS FOR EMPLOYMENT

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### ABSTRACT

*Soft skills are non technical skills, abilities, traits and attitude required to function in a specific employment environment to: deliver information or service to customer and co-workers; work efficiently as a team member of a team; learn or acquire the technical skills necessary to perform task; inspire the confidence of the supervisors and management; understand and adapt to cultural norms of the work place. Soft skills can form into four categories: problem solving and other cognitive skills; oral communication skills; personal qualities and work ethic and interpersonal and team work skills. Problem solving and other cognitive skills involve the identification of problems and the formulation and evaluation of alternative solutions by weighing risk and benefits. Oral communication skills include both abilities to listen as well, embracing the ability to give and understand instructions and to communicate in ways appropriate to the situation and the audience. Personal qualities important to job performance include self-esteem, self-management, responsibility and motivation. Interpersonal and team work are those needed to negotiate with others, to participate as a member of a team, to serve clients and customers in a way that meets their expectations and to resolve conflicts maturely.*

**Keywords:** *Soft skills, Hard skills, employment*

### 1. INTRODUCTION

Employers recruit new employees on the basis of competencies in technical and nontechnical or soft skills. However, potential employees lack the required composite soft skills relevant for the particular work setting. The aim of the doctoral study was to conduct a qualitative project study on the perceptions of students and employers regarding the nature of soft skills that are relevant employability skills. The term soft skills, used interchangeably with nontechnical skills, are defined as the

“interpersonal, human, people or behavioural skills needed to apply technical skills and knowledge in the workplace”. Soft skills are categorized as being related to human issues, such as communication, teamwork, leadership, conflict management, negotiation, professionalism, and ethics.

However, technical skills, which are also referred to as hard skills, “those skills acquired through training and education or learned on the job and are specific to each work setting”. It has further noted programming skills as an example of a

technical skill in the field of computing. A clear distinction exists between technical and soft skills.

## 2. REVIEW OF LITERATURE

**Srivastava and Khare (2012) [1]** have led a study in the interest of ISESE (Innovative Secondary Education for Skills Enhancement) drove by R4D (Results for Development Institute) considering the adjustments in the current financial situation and the change in perspective to knowledge economy. The study is embraced in the real nations of India, Pakistan and Bangladesh. In India, Delhi (administration capital), Mumbai (financial capital), Bhopal (a state capital) Dhaka capital of Bangladesh and Lahore capital of Pakistan, were significant urban communities where the statistic profiles of the youth were on same lines and henceforth turned out to be of great help to the study.

**FICCI - a Report (2011) [2]** Federation of Indian Chambers of Commerce and Industry has additionally been working on analyzing the skill hole and the need of great importance to guarantee how to overcome any issues. The sector profile report of Skill Development by FICCI follows the growth of the skill development mission. From the administration side the NSDC in real advance worked with MHRD in extending backing to National Vocation Training (NCVT) and State Council for Vocational Training (SCVT) that attempt to take after the NVEQF (National Vocational Educational Qualification Framework).

**Aspiring Minds Assessment Pvt. Ltd (2010) [3]** is a private constrained company which enables companies and industries in their enrollment to process from different colleges and colleges. In a national employability study led in 2010, the company has turned out with extremely interesting findings. The findings are based on a standardized registered based test directed for more than 40,000 engineering students crosswise over 12 states. The test covers all parameters to survey employability particularly in the IT and ITes sector.

**NASSCOM (2010) [4]** is one of the key bodies functioning as the support of IT industry in India. What CII is to the manufacturing sector, NASSCOM is to the IT industry. As a major aspect of NASSCOM's educative initiatives, parcel had been done to make the growing youthful population of India, more employable. The NASSCOM-Mckinsey study 2005, demonstrated some disturbing statistics regarding the reasonableness of graduates for employment. Keeping in mind the end goal to handle this issue NASSCOM has propelled a few initiatives with the help of both the private sectors and government.

**Prof. Jha (2010) [5]** in his subject 'Engineering education with international viewpoint' subtle elements the necessity of the engineering education in the changing milieu. Globalization and the need to move crosswise over fringes require new skills that would enable individuals to adjust to changing situation and give their

best in their work place. Innovation is quick changing and becoming out of date and the capacity to develop life-long learning and self-learning skill will guarantee their sustainability in the long run.

**National Skill Development Corporation (2009)[6]** is one of its kinds in India, where in there is an open private organization aiming to advance skill development. Most examinations demonstrate that India would have the greatest number of workforce later on and the significant test is to prepare them occupation or industry prepared. By 2022 the objective is to engage and improve the skill of near 500 million people. The NSDC has distinguished sector astute the skill hole and has mapped the demand and supply viewpoint moreover. In spite of the fact that the study uncovers the requirement for people to be trained crosswise over different industries both manufacturing and service, what is extremely pertinent to this researcher is that all that really matters in the vast majority of the skill-hole analysis uncovers the reality the soft skills is an essential segment in which everybody should be trained..

**Subramanian (2005) [7]** led a qualitative study at a substantial Business Process Outsourcing firm located in Bangalore, India. The goal of the study was 'Soft skills training and social sensitization of Indian BOP workers'. The approach embraced was combination of long interview, auxiliary sources and genuine

observations. Considering the way that India has turned into a noteworthy force of IT work most western and European nations seek Indian shores for outsourcing their work. Over a time of years ITes services are given in all conceivable real territories. The study goes for looking at how BPO intends to address the issue of organization limit building through training program. The researcher picks one single firm and chose to complete an inside and out study.

### 3. SOFT SKILLS: AN OVERVIEW

Soft skills are non technical skills, abilities, traits and attitude required to function in a specific employment environment to: deliver information or service to customer and co-workers; work efficiently as a team member of a team; learn or acquire the technical skills necessary to perform task; inspire the confidence of the supervisors and management; understand and adapt to cultural norms of the work place. Soft skills can form into four categories: problem solving and other cognitive skills; oral communication skills; personal qualities and work ethic and interpersonal and team work skills. Problem solving and other cognitive skills involve the identification of problems and the formulation and evaluation of alternative solutions by weighing risk and benefits. Personal qualities important to job performance include self-esteem, self-management, responsibility and motivation. Interpersonal and team work are those needed to negotiate with others, to participate as a member of a team, to Introduction 3 serve clients and customers in

a way that meets their expectations and to resolve conflicts maturely.

- integrity
- critical thinking skills
- mental energy
- creative problem solving skills
- conflict resolution skills
- flexibility
- treating others well
- time management skills
- leadership skills
- effective support networking skills
- positive attitude
- sense of humour
- being assertive not aggressive
- self-directed learning

#### **Role of Soft Skills in Jobs**

Psychologist Daniel Coleman has repeatedly reiterated the value of soft skills, saying that an individual's ability to know and manage themselves, as well as their relationships with others is twice as important as their intelligence quotient (IQ). Because there are constant pressures from work as well as changes in the work environment, an employee has to be prepared for these, and this can only be made possible if they have the needed soft skills to help them face the many challenges every single day. Employers today put a high regard on soft skills because they understand that to get things done, to achieve the company goals, they have to have the right employees in their organization. People with good personal attributes and excellent interpersonal skills are necessary and invaluable to their business.

#### **4. HARD SKILLS: AN OVERVIEW**

Hard skills are specific, teachable abilities that may be required in a given context, such as a job training, which will help an individual to execute their profession. Hard skill is a basic and fundamental as it helps an individual to develop knowledge in a particular domain. Hard Skills Hard skills are commonly defined as the technical skills needed to carry out a specific job. They are tangible skills that can be easily measured to determine if you have the competency to perform the tasks of a position. The easiest way to remember hard skills is to think of them as skills that can be easily demonstrated. A small sampling of hard skills includes: a plumber being able to read blue prints, drawing

- and specifications to lay out a plumbing system; a mechanical engineer being able to investigate
- mechanical failures or unexpected maintenance problems; or a specialist
- physician being able to assess a patient's disease to determine an appropriate medical procedure

#### **Role of Hard Skills in Jobs**

Hard skills, as mentioned, are something you learn through training and through certain educational programs. If you studied to become a doctor, you should know how to diagnose an illness or to determine which drug to be prescribed so as to cure this illness. If you do not have the knowledge and the know-how, you will not be able to practice your profession as a doctor. Years

of training will help you acquire “technical” skills. In any career path or business you choose, hard skills are always needed. For example, if you want to be a teacher, you need to know how to make lesson plans; if you are a salesperson, you need to know the products or services you are selling; if you are a guidance counsellor, you need to know human behaviour; and so on. In essence, influencing others and getting them to look up to you are something you will find difficult to do if you do not know the technical aspects of your job. You cannot motivate the members of your team to complete a project if you do not even know how to complete it yourself. You cannot lead others in an effort to increase your company’s profits if you do not even understand finance, marketing, and business

development. Hard skill training refers to the training that imparts specific, teachable abilities that may be required in a given context, such as a job or university application.

### 5. SOFT SKILLS COMPLEMENT "HARD SKILLS"

Soft skills are a pack of skills which complement "hard skills". Technical learning of any subject is considered hard expertise. Common sense information of anything is soft expertise. Soft skills are likewise called corporate skills. Soft skills can be more valuable and practical. Powerful communication ability can be the most looked for after expertise by employers. Soft skills are the fundamental prerequisite of everyone.

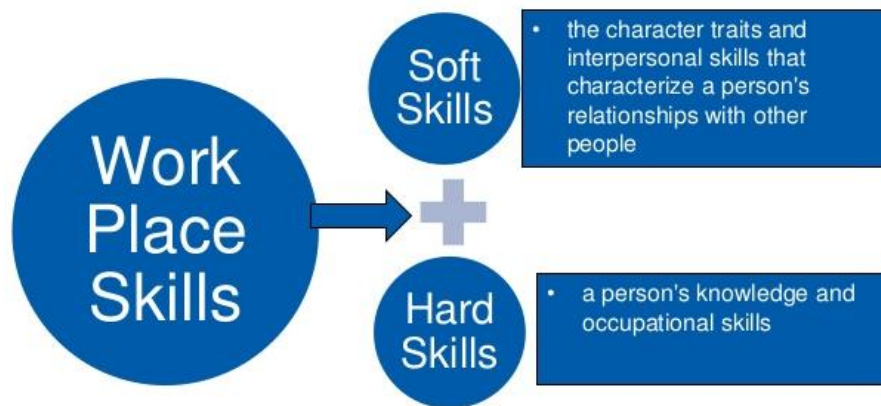


Figure 1: Relationship between Soft skills & Hard skills

The far reaching term Soft skills, involving very personal and subjective characteristics and qualities require a deIBMate examination of appraisal tools. A common standard of estimation isn't yet accessible, and the instruments effectively existing at

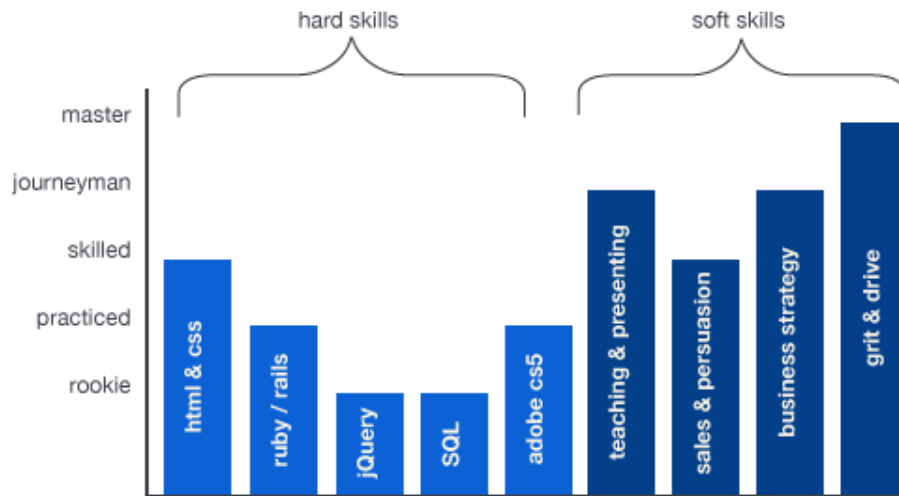
the microeconomic level fluctuate as for the set and meaning of the pointers utilize. The information collected from group discourses, recreations, and psychometric questionnaires does not contain all measurements of Soft skills and just



considers a little cohort of individuals. Much work has been done in the sector of information systems (IS). The personal and interpersonal skills of workers utilized in the IS field have been assessed utilizing recreated work circumstances.

## 6. REASON FOR PREFERRING HARD & SOFT COMPETENCE IN EMPLOYMENT

The specialist thinks about soft and hard space of competencies to demonstrate the employee competency, and consider the recruitment and selection result at the Palestinian expert, for four intentions.



**Figure 2: The required soft skills & hard skills in a company**

- In the first place: the significance of soft and cognitive/hard capabilities for employee likewise required by the organization, since hard and soft skills required in current organizations. Additionally, the two skills are considered for job achievement and organizational adequacy. For the soft capability, the past investigations consider the imperative for job execution. Besides, it is demonstrated that hard skills segments, for example, thinking basically and taking care of

issues are technical skills and vital for employees.

- Second: the hard and soft competencies are speak to a large portion of the competencies required for workplace achievement and execution, Thus Spencer and Spencer (1993) recognized various competency classes which were joined under cognitive/hard and conduct/soft competency where the creators assert that it represents 80-95% of the recognizing highlights of unrivaled entertainers in technical and managerial positions.

- Third: these competencies characterization (hard and soft) were utilized by the later writing which additionally, uncovered that these skills are the most vital and best skills required for accomplishment of graduates.
- Fourth: the hard and soft competencies were considered in the selection procedure. Such soft/behavioral capability can be estimated by a few selection strategies, for example, a meeting; Analysis introduction, and general mental capacity test. Likewise for the segment of cognitive/hard fitness such technical expertise, thinking ability, were considered in choosing techniques and choice selection, and furthermore, execution assessment.
- The fifth reason is performed specific for cognitive hard competency with three segments; (technical mastery, explanatory reasoning and calculated competencies), they were arranged that can quantify employee competency at various job positions, and used for various graduates professionals from various schools.

## 7. CONCLUSION

The importance of Soft & hard skills is emerging gradually at national and international level. Its relevance is growing with the changing economic structure and employment trends. The ever increasing role of Soft & hard skills is evident in all sectors of the economy. Various studies; survey and

research at regional, national and international level clearly indicate it. Soft & hard skills are “the inter-personal and intra-personal skills required to be effective in the workplace.” The medium for presenting these skills can be attitude, behavior or communication; Soft skills are in the personality. Soft & hard skills are qualitative concept influencing the quantitative aspects of the business like productivity and growth at individual as well as organization level. Increasingly, organizations in service sector - those frequently dealing with customers face-to-face – are realizing that Soft & hard can contribute to their success. That is why they train their staff to use or upgrade these skills, apart from seeking out potential employees who boast such skills in addition to standard qualifications. These industries give behavioral and product training to its employees to meet its Soft & hard requirement. There are systematic and planned training activities taking place within these industries.

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