

A Study of Soft Skill in the Development of Human Resource

Mrs. Jyoti Howale- Shinde¹, Miss. Surabhi P. Bhosale², Miss. Revati Paikekar³,
Mrs. Ankita Jeewankar⁴, Mr. Sachin Bagate⁵
NBN Sinhgad School of Management Studies, Pune^{1,2,3,4,5}

Abstract: *Current scenario of market is changing day by day; Business needs are upgrading accordingly we also need to upgrade as employee and employer. In this changing corporate world soft skill is a key to success to achieve personal growth or to upgrade oneself according to market. The reason to research on soft skill is to gain more knowledge about this topic and to know current importance of soft skill in every field.*

Keywords: Soft Skill, Human Resource, Development, etc.

I. INTRODUCTION

Soft Skill is more related to define that person his nature as a human being. Some sociologist says soft skill also describes as a person's emotional intelligence. Having soft skill means how one person interact with others how effectively he takes decision in particular situation. How effectively he communicates with people. Hard skill is related to person's technical skill set which is to be performed with given job role, soft skill is interpersonal skill which is applicable and useful in all over the industries. In corporate world having hard skill is appreciating but having soft skill is value added thing. Hard skill helps to clear or to get selected for the job, but soft skill helps to survive in corporate world, with having soft skill helps to stick with the job for a long time. In various organization they provide various training and development programs to their employees to increase the soft skill and to make them enough capable to face any changes in market. This type of organizations makes remarkable growth and achieves their objectives.

Why soft skill is important?

Various soft skill considered an important toolkit for every employee. in a highly competitive market, the business who concentrates more on human skill can achieve success. Soft skill is not only vital for business but also for individuals' point of view to achieve personal growth. Soft skill increases one's ability to work in a group or individually and help to influence others positively.

Why soft skill is important to Human Resource?

- The most important soft skill used day by day is better communication skill in any managerial Functions involved in human resource starting from recruiting, onboarding, follow up to firing or terminating employees, without good communication and interpersonal skill these functions cannot be done smoothly.
- To make certain decisions at work employees should think in a creative way, creativity is also a main attribute of soft skill.
- In changing job market recruiters not only focuses on technical ability but they look more towards soft skill to make more leaders to run business.
- There is no any other option for soft skill everyone must acquire knowledge of soft skill.
- Soft skill becomes main criteria to step in corporate world.
- These are some effects of soft skills in corporate world.
- Soft skill helps to enhance performance and productivity of employees across the globe.

II. CONCEPT OF SOFT SKILL

The term soft skill was first developed by US Army in late 1960s. Soft skill is a combination of people skill, social skill, communication skill, emotional intelligence that helps people to cop up with changing corporate environment and to work individually or in a group in a effective way. Difference between soft skill and hard skill is hard skill defines one's skill to perform job and soft skill defines the nature of that person. Importance of soft skill in Business:

- Success of any business is not only depending on employee's hard skill that how to perform a particular job but it more depends on having soft skills in employees.
- To maintain harmonious environment which results in smoothly functioning that particular business and it helps to achieve objective of business.
- Soft skill helps employees to utilize fully his hard skill in effective way in organization.
- Collaborative and leadership skill plays important role in making good team and motivational skill helps to encourage more to work hard.
- Communication skill and public speaking skill helps to improve presentation skill.
- Research skill helps to assess situation, forecast planning, identify problem and come up with better solution, implement strategies at work place.
- Decision making skill enables employees or managers to make quick decisions in any situation. It helps to take decision in a logical way.
- Time management skill helps to manage work within stipulated time

III. LITERATURE REVIEW

Soft skill is also known as personality attributes or characteristics which defines a particular person and his relationship towards society. Types of soft skill are communication skill interpersonal skill, Ability to be flexible in any situation, openness to adopt any changes, Emotional balancing over actions or thoughts, behavioral approach, personal habits, Time management, stress management. Soft skill also known as human skill or life skill.

IV. OBJECTIVE OF THE STUDY

To study the concept of soft skill

1. To Study the importance of soft skill.
2. To find how soft skill is important in developing the Human Resource.

Research Methodology of the study.

The type of research is empirical and descriptive research in nature.

Sample units selected for the study

For the present study sample size is of total 50.

Sampling procedure

In the current study the different samples are selected by applying convenience sampling method.

Data Base of The Study

Primary Data

The researcher for the present study is followed the following methods to organize correct facts and statistics from primary sources:

1. Mail Survey
2. Structured Questionnaire

Secondary Data

The following secondary sources were used.

1. Journals
2. Magazine

Tools of data analysis: Percentage

V. DATA ANALYSIS & INTERPRETATION

1. Number of respondents who attended soft skill training program.

Table 1

Sr No.	Respondents Attended Soft Skill Training	No of Respondents	Percentage
1	Yes	49	98%
2	No	1	2%
	Total	50	100%

Source: Questionnaire

From the data above specified it is seen that almost all the respondents have already attended soft skill training program. Thus, it is cleared that most of people knows the term soft skill

2. Opinion of Respondents towards quality of soft skill training.

Table 2

Sr No.	Opinion of respondents	No of Respondents	Percentage
1	Poor Quality	8	16%
2	Fair quality	8	16%
3	Good Quality	19	38%
4	Very Good Quality	15	30%
	Total	50	100%

Source: Questionnaire

From the data collected through questionnaire 16% respondents says the training provide to them is poor in Quality. 16% says it is Fair in Quality, 38% says it is Good in quality and 30% says it is very good in Quality.

3. The channel of communication used in program.

Table 3

Sr. No.	Channel of Communication used in Training	No. of Respondents	Percentage
1	Verbal	41	82%
2	Written	9	18%
	Total	50	100%

Source: Questionnaire

From the data collected it is seen that 82% respondents says the channel of communication provided to them in training is verbal, 18% says they attended soft skill training through written mode of communication.

4. Rate to soft skill training given by respondents.

Table 4

Sr No	Particular	No of Respondents	Percentage
1	Excellent	30	60%
2	Good	13	26%
3	Average	4	8%
4	Poor	3	6%
	Total	50	100%

Source: Questionnaire

From the table no 4 60% respondents rate the soft skill training as Excellent,26% says training was Good, 8% says training was Average and 6% says training was Poor.

5. Time period of soft skill training.

Table 5

Sr. No.	Time Period of Soft Skill Training	No of Respondents	Percentage
1	Very Long	17	34%
2	Long	17	34%
3	Average	11	22%
4	Short	5	10%
	Total	50	100%

Source: Questionnaire

From the data mentioned above, we come to know that 34% respondents say soft skill training was very long, 34% says Not that much long, 22% says the time period was average, and 10% says the time period of soft skill training is short.

6. Company provides feedback system or not

Table 6

Sr No	Particular	No of Respondents	Percentage
1	Yes	44	88%
2	No	6	12%
	Total	50	100%

Source: Questionnaire

From the Table No 6 it is cleared that 88% respondents got the opportunity to give feedback but 12% says company didn't provide any feedback system to them.

7. How Feedback is provided after soft skill training.

Table 7

Sr. No.	Particular	No of Respondents	Percentage
1	Through Recognition	16	32%
2	Through certificate of excellence	18	36%
3	Communication by faculty	9	18%
4	Others	7	14%
	Total	50	100%

Source: Questionnaire

From the above table no 7 we can conclude that 32% of respondents says through recognition the feedback is provided to them, 36% says through certificate of excellence, 18% says through communication by faculty, 14% says there are others way too by feedback is provided.

8. Do employees actively participate in determining the training needs and how the skill must acquire?

Table 8

Sr. No	Particular	No of Respondents	Percentage
1	Average	23	46%
2	Frequently	19	38%
3	Occasionally	3	6%
4	Rare	3	6%
5	Never	2	4%
	Total	50	100%

Source: Questionnaire

From the data specified above it is observed that 46% respondents say only average employee actively participate in determining training needs., 38% says frequently,6% says occasionally 6% says rare employees are participated in soft skill training and 4% says never.

9. Soft skill training and development program helps company to increase performance?

Table 9

Sr. No.	Particular	No of Respondents	Percentage
1	Yes	46	92%
2	No	4	8%
	Total	50	100%

Source: Questionnaire

From the above study, 92% says soft skill training and development program helps company to increase performance, but 8% says No.

10. Increase in performance increases the productivity of organization

Table 10

Sr No	Particular	No of Respondents	Percentage
1	Yes	45	90%
2	No	5	10%
		50	100%

Source: Questionnaire

From the above research, 90% agreed that increase in performance increase the productivity of organization, but 10% are not agreed.

11. Soft skill training program contribute to the company goal and employee's individual goals

Table 11

Sr. No.	Particular	No of Respondents	Percentage
1	Strongly Agree	23	46%
2	Agree	23	46%
3	Disagree	3	6%
4	Strongly Disagree	1	25%
	Total	50	100%

Source: Questionnaire

From the Data Gathered, 46% are strongly agreed on soft skill training program contribute to the company's goal and employee's individual goals 46% Respondents are agreed, 6% are Disagree and 25% are Strongly Disagree.

VI. FINDINGS

1. On the basis of finding, it is observed that Most of respondents were aware about the term soft skill.
2. From the findings it is seen that most of the respondent have attended soft skill training program.
3. From the data gathered respondents says the training provided by company to them is Excellent and helps them to gain knowledge.
4. According to findings the data collected respondents says the soft skill training program helps to increase company's performance.
5. With the help of finding Having soft skill helps to increase productivity of person.
6. From the data collected Almost 100% of respondents agreed that soft skill training is very important to enter in corporate world.
7. Most of respondents says soft skill helps in increase level of confidence and creativity.
8. From the data analyzed it is proved that hard skill and soft skill are interlinked with each other.

VII. CONCLUSION

From the research it is found that there is no any other option for soft skill in today's competitive world. Soft skill becomes essential skill with basic qualifications to enter in corporate world. Hard skill only helps to learn job-oriented skill but soft skill helps to boost performance at work, improves personal growth and develop personality of a person that is why it is said that hard skill and soft skill should be integrated with each other. Soft skill is very hard and life learning process and it should be learned from foundation of educational days.

REFERENCES

- [1] <http://softskillanddevelopment.naukrihub.com/>
- [2] <http://www.managementstudyguide.com/softskilltraining-and-development.htm>
- [3] <http://www.businessdictionary.com/definition/softskilltraining-and-development.html>
- [4] T. N Chhabra; Human Resource Management
- [5] P. N. Singh; Training for organization transformation
- [6] A. K. Saha; Soft Skill Training & Development
- [7] Ashok Throat. In reaching Oral and Verbal Communication
- [8] Soft Skill Training a Workbook to Develop Skill for Employment. FedricH. Wentz.