

**A STUDY OF SOFT SKILLS AMONG BANK STAFF IN
KAJANG**

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Master of Science (Management)

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**A STUDY OF SOFT SKILLS AMONG BANK STAFF IN
KAJANG**

By

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Thesis Submitted to the College of Business, Universiti Utara Malaysia, in
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ABSTRACT

This study was to examine of Soft Skills Practices among Staff Working at Bank Rakyat in Kajang, Selangor. Soft skills are very important especially for employees to develop their skills, knowledge and ability to perform their work efficiently. By practicing soft skills, it can give benefits not only for organization but for employees and employers. The objective of this study was to: determine soft skills practices applied among staff working at Bank Rakyat in Kajang, Selangor, to determine the effectiveness of practicing soft skills among staff in organization, to determine factors that contribute soft skills practicing among employees, to determine the types of soft skills training by employer to improve employee's performance. This study used primary and secondary method for data collection process. For finding analysis two data analysis techniques that used: Descriptive Statistics Analysis that used to get frequencies of respondent's demographic and Inferential Statistics Analysis that used t-test analysis.

ABSTRAK

Penyelidikan ini adalah untuk menguji kemahiran yang diamalkan antara pekerja Bank Rakyat Kajang. Kemahiran sangat penting terutama bagi pekerja untuk mengembangkan kemahiran, pengetahuan dan kemampuan mereka untuk melaksanakan pekerjaan atau tugas mereka secara efisien dan berkesan. Dengan menggunakan atau mengamalkan kemahiran yang ada pada mereka, akan dapat memberikan manfaat tidak hanya kepada organisasi tetapi untuk pekerja dan majikan itu sendiri. Tujuan kajian ini adalah untuk: menentukan amalan kemahiran (soft skill) yang diterapkan di antara kakitangan yang bekerja di Bank Rakyat di Kajang, Selangor, untuk menentukan keberkesanan mempraktikkan (soft skill) di kalangan kakitangan dalam organisasi, untuk menentukan faktor-faktor yang menyumbang kepada penggunaan (soft skill) antara pekerja, untuk menentukan jenis latihan (soft skill) yang dilakukan oleh majikan untuk meningkatkan prestasi pekerja. Penyelidikan ini menggunakan kaedah primer dan sekunder dalam proses pengumpulan data. Untuk analisis data dua teknik analisis data telah digunakan: Analisis Statistik Deskriptif (descriptive statistic analysis) yang digunakan untuk mendapatkan frekuensi demografi dan Analisis Statistik responden (inferential statistic analysis) yang menggunakan t-test.

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In the name of Allah, The Most Compassionate, the Most Merciful, Praise be to Allah, Lord of the Universe, And Peace and Prayers be upon, His Final Prophet and Messenger. Thank to Allah who is always there to guide me in whatever I do. With Allah Grace this thesis has been completed.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Soft skills are very important especially for employees to develop their skills, knowledge and ability to perform their work efficiently. By practicing soft skills, it can give benefits not only for organization but for employees and employers. Soft skill required in job performance because it can increase the productivity of work among employees. Besides, it can give better outcome to the organization in order to achieve organization's goal and objective. Communication which is always needed in the workplace includes the ability to listen effectively, empathy, motivation and inspiration, conflict management and adaptability. It is a term often used when we talk about people skills or anything that is not a technical skill.

There is growing recognition amongst banking sector to the importance of people skills, understanding that they are essential for a highly focused successful business. Yet in terms of recruitment, the training, measurement and definition of skills required seems still to work on 'older models' that rely on more generic 'soft skill' descriptors such as:

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