

**SOFT SKILLS PRACTICES AMONG EMPLOYEES OF COSMOPOINT
INTERNATIONAL COLLEGE OF TECHNOLOGY (CICT)**

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UNIVERSITI UTARA MALAYSIA

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partial fulfillment of the requirements for the Degree of Master of Science
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ABSTRACT

The main problem of unemployment in Malaysia was not because of troubled economy but employers require people who not only have knowledge but who possess the soft skills as well as able to communicate effectively, analyze and solve problems efficiently. For those employees who do not practice soft skills, it will affect their performance to expand their career development. Failure to demonstrate the types of soft skills required for job performance will negatively affect the reputation of the company. Thus, this study attempted to determine soft skills practices among employees of Cosmopoint International College of Technology (CICT). Soft skills refer to people skills that are defined as interpersonal skills and traits that are required to success in the workplace. Interpersonal skills consist of communication, leadership, teamwork and problem solving skills. The studied were limited to soft skills expected, factors that contribute to practice of soft skills, impact of practicing soft skills towards achieving job satisfaction, and types of training provided by the employers to improve the use of soft skills among employees. Hundred (100) questionnaires were personally distributed to employees of Cosmopoint International College of Technology using a simple random sampling.

ABSTRAK

Masalah utama berlakunya pengangguran adalah bukan disebabkan oleh faktor ekonomi, tetapi majikan memerlukan pekerja yang berpengetahuan, dan mahir dalam berinteraksi secara efektif, menganalisa dan dapat mengatasi sebarang masalah dengan lebih efektif. Kemahiran sangat penting terutama bagi pekerja untuk megembangkan kemahiran, pengetahuan dan kemampuan mereka dalam melaksanakan tugas kerja mereka dengan lebih efektif dan berkesan. Gagal untuk mempraktiskan kemahiran (soft skills) boleh menjejaskan reputasi sesebuah organisasi. Selain itu, kajian ini adalah untuk menentukan amalan kemahiran (soft skills) diterapkan di antara kakitangan yang bekerja di Kolej Cosmopoint, Sungai Petani Kedah, untuk menentukan keberkesanan sama ada pekerja mempraktikkan (soft skills) tersebut. Kemahiran ini meruiuk kepada kebolehan dalaman dan juga ciri-ciri yang diperlukan untuk berjaya di tempat kerja. Kebolehan dalaman merangkumi kebolehan berkomunikasi, kepimpinan, kerjasama dalam kumpulan dan juga teknik untuk menyelesaikan masalah. Kajian ini fokus pada kemahiran yang diperlukan, faktor-faktor yang menyumbang kepada penggunaan (soft skills), kesan mempraktikkan dalam mencapai kepuasan bekerja dan juga jenis latihan yang disediakan oleh organisasi dalam meningkatkan amalan (soft skills) ini. Seratus (100) soalan telah diedarkan kepada pekerja di Cosmopoint International College of Technology dengan menggunakan teknik sampel mudah iaitu pemilihan secara rawak.

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CHAPTER 1

INTRODUCTION

Background of the study

Today's competitive job market means that minimum acceptable skills are being replaced with higher standards. Among the higher standards is what many call as "soft skills." A soft skill refers to the cluster of personality traits, social graces, facility with language, personal habits, friendliness, and optimism that mark each of us to varying degrees. Persons who rank high in this cluster, with good soft skills, are generally the people that most employers want to hire. Soft skills complement hard skills, which are the technical requirements of a job. The ideal, of course, is someone strong in both job and personal skills, but as one employer put it in a recent report, "Hard Work and Soft Skills:"

Soft skills are very essential to any individual which are needful for development in various kind of institutions. Employees need soft skills in order 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. Nowadays, businesses want to hire employees who can contribute more than technical knowledge to the workplace. No matter what field people may work in, chances are that developing their soft skills will help move their career forward. Soft skill required in job performance because it can increase the productivity of work among employees. Besides, it can give

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Conclusion

The last chapter presented the recommendations and conclusion. From the findings generated by this study, it could be concluded that the entire objective from this study was achieved. From the overall results, it was found that the employees realized that the important of soft skills needed in the organization. By practicing the soft skills it help the employees to increase their level of confidence in performing their work. From the findings, it shows that the leadership and management skills training were significantly important to help the employees to gain more knowledge which can help them to do the work effectively.

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