

## THE IMPORTANCE OF SOFT SKILLS READINESS IN THE INTERNSHIP PROGRAM AT THE POST OFFICE: A CASE STUDY OF THE BOGOR POST OFFICE

**Yuli Evitha**

STIAM-Istitute of Social Sciences and Management  
Jakarta-Indonesia  
[yuli.evitha@gmail.com](mailto:yuli.evitha@gmail.com)

### ABSTRACT

Soft skills are non-technical competencies related to personality traits where this is reflected in a person's behavior both in interactions in social situations, language skills, personal habits, or certain qualities that support optimistic behavior. The better the mastery of Soft Skills, the stronger the personality. someone in facing work challenges or other things. Various studies show that Soft Skills have a positive and significant influence on students' work readiness. This is a qualitative research with a case study approach. Data collection techniques were carried out using semi-structured interviews, non-participant observation and literature study. The research results show that the majority of students who take part in the internship program at PT Pos Indonesia do not have good soft skills. This can be seen from lack of communication skills, lack of time management, lack of proactive initiative, and lack of work ethics which can be an obstacle to implementing internships because it can cause misunderstandings with colleagues, and lack of ability in Teamwork can hinder work.

**Keywords:** *Soft Skills, internship, readiness of work*

### INTRODUCTION

Work readiness is an important part because when working a person will be faced with challenges, whether from leaders, co-workers or from relations outside the office. Another thing that is also a challenge in the world of work is deadlines for submitting work results and high workloads. If students are not ready to work, they will likely experience difficulties in facing challenges in the world of work. Humans are one of the resources in an organization that has a very strategic role. According to Eri Susan (2019), humans are an important element in organizations because they have the function of achieving organizational goals effectively and efficiently.

Work readiness is needed to fulfill systematic and planned criteria, so that you will get maximum work results. According to Law No. 13 of 2003 concerning employment: work readiness is the work ability of each individual including aspects of knowledge, skills and work attitudes in accordance with established standards. Mastery of hard skills and soft skills is required for every student as a sign that prospective workers in the future are reliable, professional and ready to compete. According to Sirnawati (2014) hard skills are mastery of science, technology and

technical skills that are interconnected with certain areas of work that are needed for certain professions. According to Syawal (Pantas and Andri: 2020) Hard skills are more oriented towards developing intelligence quotient (IQ). Meanwhile, according to Glory Simarmata (2022) hard skills are the main abilities or skills needed in a job, hard skills can be learned in internships, college or certification programs.

Apart from hard skills, soft skills are also one of the indicators needed to support someone in their work readiness. According to Abbas, et al (2015) academic ability is an important thing to equip a person in looking for work, but another thing that is no less important is that companies will pay attention to the soft skills possessed by each individual, because soft skills are the most important factor in preparation. someone to work with. Soft skills are an important factor that can be seen from behavior and skills that can be taken into consideration by organizations in developing graduates' careers in the future. According to Abbas, et al (2013) said that research results show that 75% of job success is determined by soft skills and only 25% is determined by hard skills.

Soft skills according to Novia, et al (2017) are knowledge that still exists in the human mind and are very personal in nature, there are several soft skills that college graduates need to pay attention to, namely having communication skills, leadership skills, team working skills, good ethics. kind, disciplined, and has morals in work. Apart from that, according to Deswarta, et al (2022) said that the higher the soft skill abilities possessed by each individual, the higher the level of readiness for work. Furthermore, according to Kardimin (Herlisa, et al: 2022) it is not only soft skills that are needed for work readiness, one of the factors that influences a person's work readiness is experience.

Based on the data above, PT Pos Indonesia Bogor has implemented a field work practice program, and there are still several challenges to increasing the effectiveness of the program, this can be seen from the large number of enthusiastic students who want to carry out the field work practice program there. Several things that still require attention are the need to increase the effectiveness of the work practice application process up to the submission of field work practice reports at PT Pos Indonesia, the effectiveness of monitoring absences from interns, and the lack of readiness of students in carrying out field work practice programs, namely in terms of hard skills. This can be seen from a lack of analytical skills, a lack of ability to solve problems, a lack of ability to write reports, and a lack of ability to carry out tasks given by the mentor. Apart from that, the lack of soft skills possessed by apprentices is lack of communication skills, lack of time management skills, lack of sense of initiative and proactivity, lack of work ethics, and lack of teamwork.

Based on the problems described above, the aim of this research is to answer the question of how students apply soft skills in practical field work or internships at PT Pos Indonesia Bogor and what are the obstacles or barriers they face in taking part

in an internship at PT Pos Indonesia and what efforts or solutions taken for future improvements.

## **LITERATURE REVIEW**

Muhammad Arifin (2014:49) said that: "Field Work Practices (PKL) is a form of systematic and synchronous implementation between educational programs at school or on campus with skill mastery programs obtained through direct work activities in the world of work to achieve a certain level of expertise." According to Catur, 2013 (Muchlisin Riadi: 2021) said that: "Practical Field Work (PKL) is a form of activity that students participate in by working directly in the world of work in a directed manner with the aim of equipping students with appropriate attitudes and skills in the industrial world or business."

Meanwhile, Rahmawati, et al (2022) said that "Field Work Practice (PKL) is an activity to increase professionalism for students, so that they already have mental readiness and are ready to be trained for professional needs in a company, therefore field work practice is one an academic program that must be carried out by every student." Meanwhile, the benefits of implementing field work practice program activities are divided into 3 parts, including:

- a. Benefits for field work practice participants: increasing students' skills and abilities in applying the theory obtained at university into the world of work.
- b. Benefits for universities: getting feedback to improve the study program curriculum in accordance with industry needs, and fostering and increasing collaboration between study programs and industry.
- c. Benefits for the institution: realization and existence of the mission as an institutional social function and responsibility, and fostering cooperation that is mutually beneficial and beneficial for the parties involved.

According to Rahmawati (2022), the objectives of implementing the field work practice program include:

- a. Prepare and train students to have real experience in the world of work.
- b. To develop students themselves to become professional human resources.
- c. Real application of skills that students have acquired in college.
- d. Develop students' self-confidence in organizing and collaborating in the world of work.

Field work practice is said to be successful if it can increase students' understanding of what happens in the company, this understanding can be in the form of skills, awareness of professional attitudes, etc. According to Soetjipto & Rafli Kosasi (Julhadi: 2021) said that the success of field work practices can be seen from several improvements, including:

- a. Work awareness, increasing work awareness is the success of field work practice, because as a form of understanding of the world of work, this needs to be mastered thoroughly by students.
- b. Self-awareness, increasing self-awareness is also a success of field work practice, because it is a form of self-awareness in developing students' weaknesses, strengths and even potential.
- c. Attitude, this is also one of the levels of success of field work practice, because it is a form of student adaptation in the company.
- d. Based on the quote above, it can be concluded that field work practice is a learning process for pupils or students in the industrial world, with the aim of producing qualified, professional workers, as well as providing work experience as part of the educational process.

### **Definition of Hard Skill**

Evy Yanthy, et al (2020) said that "Hard skills are knowledge that is important for someone to have when entering the world of work. Hard skills are the technical knowledge needed for certain professions and developing them in accordance with current technology." Meanwhile Untung Manara (2014) said that "Hard skills are sufficient skills to carry out a task and the required skills."

Meanwhile, according to Santoso and Fachrunissa (lin Inayah, et al: 2023) say that: "Hard skills are more oriented towards developing intelligence quotient (IQ) abilities, namely analyzing, calculating, and having broad insight and knowledge."

The indicators that influence hard skills include the following, according to Wahyuni (lin Inayah, et al: 2023), namely:

- a. Technical skills, namely the ability to use knowledge, techniques and methods to complete a job.
- b. Science is an effort to discover, investigate and improve abilities to support a job.
- c. Technological science, namely a product behavior, information, new practices that are not yet widely known, accepted and used or applied by some people.

### **Definition Soft Skill**

Allah Sailah (Andi Hidayat: 2018) said that soft skills are a person's skills in relating to other people and a person's skills in managing themselves, which will then be able to maximize the results of a job." According to Lecat, et al (Evy Yanthy, et al: 2020) said that "Soft skills are the skills and abilities to relate well to oneself, organizations and society."

According to Widhiarso (Andi Hidayat: 2018) the important elements that influence soft skills for success in the world of work include the following:

- a. Emotional intelligence is a skill related to understanding other people's feelings, empathy, and being able to regulate emotions.
- b. Healthy lifestyle, a healthy lifestyle influences a person's high level of resilience and flexibility.
- c. Effective communication, communication skills play a role directly and indirectly. A person's communication skills influence the level of self-confidence of each individual, so that later they can work together with the person they are talking to.
- d. Meanwhile, according to Illah Sailah (Andi Hidayat: 2018) there are several elements of soft skills needed in the world of work, including the following:
  1. Initiative
  2. Ethics/Integrity
  3. Think critically
  4. Willingness to learn
  5. Commitment
  6. Motivation
  7. Discipline
  8. Reliable
  9. Good communication
  10. Creative
  11. Analytical skills
  12. Able to deal with stress

## **RESEARCH METHOD**

This type of research is qualitative with a case study approach. According to Lexy J. Moleong (2015), qualitative research is research that intends to understand phenomena about what is experienced by research subjects, for example behavior, perceptions, motivations, actions, holistically, and by means of descriptions in the form of words and language. in a special natural context and by utilizing various natural methods. The author used a case study research approach in this research. According to Fitrah and Luthfiyah (2017), case study research is a research strategy in which researchers carefully investigate a program, event, activity, process, or group of individuals.

Data collection techniques in this research used semi-structured interviews, observation and literature study. Semi-structured interviews are interviews where the questions are flexible because they depend on the direction of the conversation, while unstructured interviews are interviews that do not have a guide and the direction of the conversation is spontaneous (Nietzel, Bernstein & Millich (in Fadhallah: 2020). In this research, the author conducted interviews with a semi-

structured system to 4 informants (2 Internship Participants, 1 team member from Internship Recruitment at PT Pos Indonesia, and 1 Human Resources Expert).

Documentation is a method used to obtain data or information in the form of collecting evidence such as: quotes, images and other reference materials. Meanwhile, according to Sugiyono (Ifit Novita and Lilla Puji: 2022), documentation is a record of events that have occurred in the form of writing, drawings or someone's monumental works. Data collection carried out in this research is by researching, collecting and studying data and information obtained from reports, documents and previous research.

Researchers also conducted non-participant observations in order to know and understand more clearly the work carried out by students who were doing internships. Non-participant observation is an observation method in which the researcher only acts to observe without getting involved in carrying out activities like those carried out by the research group, whether their presence is known or not (Kriyantono, 2014).

## **RESULTS AND DISCUSSION**

The soft skills abilities of participants in the field work practice program at PT Pos Indonesia Bogor, referring to the results of the analysis by the author, the lack of soft skills possessed by the internship participants is as follows

1. Lack of Communication Skills. Although there are some interns who have good technical skills, most of them still have limitations in conveying ideas clearly and effectively, causing confusion and miscommunication. When interns are asked to join a meeting with a team, they tend to be hesitant or unable to articulate their thoughts well. Interns also lack the ability to listen to discussions during meetings, this causes repeated mistakes and reduces work efficiency.
2. Lack of Time Management  
Time management in today's fast digital era has become one of the soft skills that is very necessary in the world of work. The majority of interns have difficulty setting priorities because in an academic environment they are used to more structured schedules and looser deadlines, this results in the majority of internship participants having difficulty meeting deadlines.
3. Lack of Initiative and Proactivity  
In today's dynamic and competitive world of work, an initiative and proactive attitude is a very important soft skill. However, in reality many apprentices do not demonstrate this ability. Interns often wait for mentors' instructions rather than taking the initiative to complete assignments or find solutions to

problems they encounter. Interns tend to only do what they are told without trying to offer ideas or improve existing work processes, of course this indicates a lack of proactive attitude.

4. Lack of Ethics

Work ethic is a soft skill that is very important for maintaining integrity and professionalism in the workplace. However, it is often seen that many interns show a lack of understanding and application of good work ethics. Interns often show behavior that is not in accordance with professional standards, there are interns who use work time for personal interests, use company equipment for personal purposes, speak impolitely to co-workers, or do not respect company rules and procedures.

5. Lack of Teamwork

Teamwork is the process of a group of individuals working together in a coordinated manner to achieve a goal or complete a specific task. However, it is often seen that many interns tend to work separately without coordinating with other colleagues, this often results in asynchronous duplication of work, which ultimately hinders project progress. In addition, miscommunication and misunderstandings often occur because information is not conveyed clearly or on time. This is in line with the opinion of Illah Sailah (Andi Hidayat: 2018) who said that there are several soft skill elements needed in the world, namely:

a. Initiative

Initiative is the ability to start or do something independently without needing to be ordered or encouraged by others. Initiative is a soft skill that is highly valued in the world of work because it reflects a person's independence and creativity. People who have initiative don't wait for instructions from superiors or coworkers; they look for ways to make a positive contribution, Initiative also reflects self-confidence and the courage to act, despite the risks or uncertainties involved.

b. Ethics/Integrity

Ethics and integrity are two very important concepts in professional and personal life, which are closely related to a person's morality and honesty. Ethics are moral values that regulate behavior in various situations. Several aspects such as honesty, responsibility and respect for colleagues are important aspects in the world of work. Integrity is the

consistency between a person's actions and moral values and principles.

c. Good communication

Good communication in the work environment is the key to success for each individual in the process of conveying information, ideas and feelings effectively between employees, teams and management. Good communication includes speaking, listening, writing and non-verbal interaction skills.

d. Discipline

Discipline in the work environment is the ability to comply with the rules, procedures and policies set by the company. This includes: punctuality, consistency in performance, responsibility, and commitment to the tasks and responsibilities given. Discipline is a key element that helps create a productive, harmonious and professional work environment. The benefits of discipline in the workplace are significant.

## CONCLUSION

Based on the results of the research and discussions carried out by the author on the Implementation of the Field Work Practice Program in the Financial Services Regulator, it can be concluded that there are still many apprentices who lack soft skills, thus hampering the work on projects that have been determined. The lack of soft skills possessed by most interns can be seen, among other things, from: lack of communication skills, lack of time management, lack of proactive initiative, and lack of work ethics can be an obstacle to implementing internships because it can cause misunderstandings with colleagues, and lack of ability in teamwork can hinder work.

## REFERENCES

- Abbas, R., Abdul Kadir, F. A., & Ghani Azmie, I. A. (2013). Integrating Soft Skill Assessment through Soft Skills Workshop Program for Engineering Students at University of Pahang: an Analysis. *International Journal of Research in Social Science*, 2(1), 33 – 46.
- Desi Rahmawati, Zahra Karenina, Anita Farida, Komala, Wahdiniyah Nur Rohma. (2022). Implementasi Praktik Kerja Lapangan Di Masa Pandemi Covid-19 Terhadap Kesiapan Kerja Mahasiswa Prodi Manajemen Pendidikan UNJ. *iMProvement Jurnal*



- Ilmiah Untuk Peningkatan Mutu Pendidikan e-ISSN: 2597-8039. *Jurnal Improvement* Vol. 9 No. 1, Juni 2022
- Deswarta, Desi Mardianti, Bowo. (2022), *Pengaruh Soft Skill, Hard Skill, dan Motivasi Kerja Terhadap Kesiapan Kerja Mahasiswa Fakultas Ekonomi dan Bisnis Universitas Islam Riau Dimasa Endemi Covid 19. Management Studies and Entrepreneurship Journal*, Vol 1 (2023).
- Eri Susan(2019). Manajemen Sumber Daya Manusia. *Jurnal Manajemen. Pendidikan Islam*. 9 (2): 956.
- Evy Yanthy , Rachma Nadhila Sudiyono , Hatoli Waruwu , Eva Agistiawati , dan Agus Purwanto. (2020). Pengaruh Soft Skills Dan Hard Skill Terhadap Inovasi Guru Sekolah Islam. *REFLEKSI EDUKATIKA : Jurnal Ilmiah Kependidikan* Volume 10 Nomor 2 Juni 2020 ISSN: 2087-9385 (print) dan 2528-696X (online) <http://jurnal.umk.ac.id/index.php/RE>
- Fadhallah. (2020). Wawancara. Jakarta: UNJ PRESS.
- Fitrah, M., & Luthfiyah. (2017). *Metodologi Penelitian; Penelitian Kualitatif,. Tindakan Kelas & Studi Kasus*. Sukabumi: CV Jejak.
- Glory Simarmata (2022) *Glory Simarmata, Ingin Cepat Kerja*. (Yogyakarta : CV Andi Offset,
- Herlisa dkk, (2022). Pengaruh Soft Skill Dan Pengalaman Magang Kerja Terhadap Kesiapan Kerja Mahasiswa Melalui Motivasi Kerja Sebagai Variabel Intervening: Studi Kasus Pada Mahasiswa Feb Universitas PGRI Semarang. *Jurnal Ilmu Manajemen dan Akuntansi*. Vol 10, No 2 (2022).
- Iffah Budiningsih, Tjiptogoro Dinarjo Soehari , Marlison . (2020). Hard Skill Versus Soft Skill Dalam Pencapaian Kinerja Karyawan Proyek Infrastruktur Mass Rapid Transit (MRT) Jakarta. *Akademika* | Vol 9 | No. 2 | 2020
- Ifit Novita Sari et al., (2022), *Metode Penelitian Kualitatif*, ed. Hangka, 1 ed. Unisma Press : Malang.
- Inayah Putri, Iin. (2023). “Pengaruh Hard Skill Dan Soft Skill Terhadap Kinerja Karyawan.” *Center of Economic Student Journal* 6, no. 2 (2023): 223–38.
- Julhadi. (2021). *Hasil Belajar Peserta Didik (Ditinjau dari Media Komputer dan Motivasi)*. Tasikmalaya: Edu Publisher.
- Kriyantono. (2014) .*Teknik Praktik Riset Komunikasi*. Jakarta: Kencana Prenada Media Group. hal. 112.
- Manara, M. Untung. (2014). “*Hard Skills dan Soft Skills pada Bagian Sumber. Daya Manusia di Organisasi Industri*” Fakultas Psikologi, Universitas. Merdeka Malang.
- Moleong (2015) *Metode Penelitian Kualitatif*. Bandung: Remadja Karya.
- Muchlisin Riadi. (2021). Work Engagement (Pengertian, Aspek, Ciri dan Faktor yang Mempengaruhi).  
<https://www.kajianpustaka.com/2021/01/work-engagement.html>

Muhammad Arifin.(2014). Analisa Dan Perancangan Sistem Informasi Praktek Kerja Lapangan Pada Instansi/Perusahaan. *SIMETRIS*. [Vol 5, No 1 \(2014\)](#).

Muhmin, Andi Hidayat. (2018). “Pentingnya Pengembangan Soft Skills Mahasiswa di Perguruan Tinggi”, *Jurnal Forum Ilmiah*, Vol.15 No. 2 (Mei, 2018)

Novia Lucas Cahyadi Lie, Noviaty Kresna Darmasetiawan. (2017). Pengaruh Soft Skill Terhadap Kesiapan Kerja Menghadapi Masyarakat Ekonomi ASEAN Pada Mahasiswa S1 Fakultas Bisnis dan Eknomika Universitas Surabaya. *Jurnal CALYPTRA*, Vol 6 No 3 (2017).

Pantas dan Andri:2020) *Hard skill* yaitu lebih berorientasimengembangkan *intelligence quotient* (IQ). Sedangkan menurut

Rahmawati, Desi dkk (2022) *Implementasi Praktik Kerja Lapangan Di Masa Pandemi Covid-19 Terhadap Kesiapan Kerja Mahasiswa Prodi Manajemen Pendidikan*. Jakarta: Universitas Negeri Jakarta.

Undang Undang No.13 Tahun 2003