

Soft Skill Description of Indonesian China Literature Graduates: *Case Study in Three Universities in Indonesia*

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Abstract. The ability of Chinese Literature graduates needs to be evaluated, so that the organizers of the Chinese Literature study program continue to update the courses taught at college. The ability of graduates can be seen from the results of treasure studies and the soft skills needed can be mapped. So far, the curriculum, and graduate competencies focus more on hard skills even though soft skills are also needed in doing a job. Therefore, this research was conducted to map the soft skills needed to do a job. Data collection was carried out from the input of 99 Chinese Literature graduates spread across three universities that have Chinese Literature study programs. From the input of the graduates, communication skills and teamwork are more needed in doing a job. Thus, policy makers are expected to consider a soft skill course that is beneficial for students in doing a job.

1. Introduction

The increasing importance of Mandarin in the world of work due to the development of the Chinese economy has led to an increase in the number of Chinese Literature Study Programs in universities. Many of these tertiary institutions are located in Java (Jakarta, Depok, East Java and West Java) and North Sumatra. These universities are Bina Nusantara University, Darma Persada University, and Bunda Mulia University in Jakarta, University of Indonesia in Depok, West Java, Maranatha Christian University in Bandung, West Java, Brawijaya University in Malang, East Java, Sumatera Utara University in Medan, North Sumatra, and the Persahabatan Internasional Asia College of Foreign Language also in Medan, North Sumatra.

Research on Chinese Literature students who are conducting internships in Chinese companies provides information that soft skills are also needed at work [1]. Soft skills are interpersonal qualities, also known as one's abilities, and personal attributes that a person has. Business executives consider soft skills a very important attribute in job applicants. Employers want new employees to have strong soft skills, as well as hard skills. The top ten soft skills that are considered most important by business



executives: integrity, communication, politeness, responsibility, social skills, positive attitude, professionalism, flexibility, teamwork, and work ethic [2].

Soft skills are character, attitudes, and behavior - not talent or technical knowledge. Soft skills are skills that are intangible, not technical, specifically for personalities that determine a person's strengths as leaders, facilitators, mediators, and negotiators. Unlike hard skills, which relate to one's skills and ability to perform certain types of tasks or activities, soft skills are interpersonal and apply widely [3].

A study found that 75% of long-term job success depends on soft skills, while only 25% depends on hard skills [4]. Soft skills ranks number one for success at the beginner level in work [5]. Soft skills are as important as cognitive skills [6] and can make a difference in those employed for jobs in their fields [7]. The absence of soft skills can drown someone's promising career, who has hard skills and professional expertise, but lacks interpersonal quality [4]. Research for the 21st century shows that employers employ employees who have strong interpersonal skills [8]. Soft skills are very important to determine potential workers [9]. Business professionals need soft skills because entrepreneurs value them [6].

2. Methodology

This research uses survey research method in the form of questionnaire distribution of 94 alumni of the Chinese Literature Study Program, who came from Bina Nusantara University, Bunda Mulia University and Maranatha University. Questionnaires were distributed to find out the soft skills needed by alumni who work in various fields and use Mandarin language skills. The alumni work fields are grouped into administrators, managers, trainers and translators. This research focuses on evaluating the long-term impact of implementing a program [10].

3. Discussion

3.1 Com_team

Com_team (communication and team work) includes twelve abilities, namely conveying ideas clearly verbally and in writing, responding actively, discussing with peers, building good relations with others, interacting with others, working effectively with others, understanding role as leader and follower, respect the trust of others, take responsibility for group decisions and be able to play a role in the group. The com_team ability is shown in Table 1.

Table 1. Com_Team Ability with Implementation Related to the Field of Work

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
com_team	Administrator	46	4.17	0.51	0.07	4.02	4.32	2.83	5.00
	Manager	11	4.39	0.35	0.10	4.16	4.63	4.00	5.00
	Trainer	30	4.19	0.51	0.09	4.00	4.39	2.00	4.83
	Translator	7	3.95	0.56	0.21	3.43	4.47	3.17	4.75
	Total	94	4.19	0.50	0.05	4.09	4.29	2.00	5.00

Source: Data Processing2018

The average degree of com_team ability for Administrators is 4.17, with a standard deviation of 0.51 which means that the com_team ability condition is good. The average degree of com_team ability for alumni who work as managers is 4.39, with a standard deviation of 0.35, which means the condition of com_team's ability is good. For alumni who work as trainers the average degree of com_team ability is 4.19, with a standard deviation of 0.51 which means that the condition of com_team's ability is good. The average degree of com_team ability for alumni who work as translators is 3.95, with a standard

deviation of 0.56, which means the condition of com_team's ability is good. The average total ability of com_team job field as Administrator, manager, trainer and translator is 4.19. The mean score of manager's rating is higher than Administrator, translator and trainer. Whereas the mean translator rating score is the lowest among the four types of work. Thus, to work as a manager, the ability of com_team is needed when compared to other occupations. Administrators and trainers also need com_team capabilities but the needs are not as big as the manager's needs. Translator does not really need the com_team ability because most of the translators work independently, so they do not need communication and teamwork.

The results of other descriptive statistical analyzes show the standard deviation of the com_team ability, from the results of the assessment of the four sample clusters, is 0.50. A 95% confidence interval (95% confidence interval for means) can be interpreted to be 95% reliable, that the range of scores is between 4.09 and 4.29. Raw data shows that the range of scale scores is at boundary 2 and boundary 5, by looking at the standard deviation, it means that the results of the assessment of sample subjects from all four clusters are relatively heterogeneous. Therefore, this rating is a conversion from the normal curve.

3.2 Learn_solv

Learn_solv (learning and problem solving) includes thirteen abilities, namely identifying problems in all situations, analyzing problems in all situations, evaluating problems, expanding and improving thinking skills, ability to justify problems, finding alternative problems encountered, finding and managing information relevant from various sources, accepting new ideas of learning autonomy, identifying work and business opportunities and exploiting business opportunities. The learn_solv ability is shown in Table 2.

Table 2. Learn_Solv Ability with Implementation Related to the Field of Work

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
learn_solv	Administrator	46	3.93	0.63	0.09	3.74	4.11	2.15	5.00
	Manager	11	4.24	0.53	0.16	3.88	4.59	3.38	5.00
	Trainer	30	4.02	0.52	0.09	3.83	4.22	2.31	4.77
	Translator	7	3.78	0.25	0.10	3.55	4.01	3.38	4.00
	Total	94	3.98	0.57	0.06	3.87	4.10	2.15	5.00

Source: Data Processing 2018

The average degree of learn_solv ability for Administrators is 3.93, with a standard deviation of 0.63 which means that the condition of learn_solv ability is good. The average degree of learn_solv ability for alumni who work as managers is 4.24, for alumni who work as trainers the average degree of com_team ability is 4.02, and the average degree of learn_solv ability for alumni who work as translators is 3.78. The average total ability of learn_solv jobs as Administrator, manager, trainer and translator is 3.98. The mean score of manager's rating is higher than Administrator, translator and trainer. Whereas the mean translator rating score is the lowest among the four types of work. Thus, to work as a manager, the ability to learn_solv is needed compared to other fields of work. Administrators and trainers also need learn_solv capabilities but the needs are not as great as the manager's needs. Translators don't really need the ability to learn_solv because most of the translators work independently. Although the translator is also required to continue learning throughout life so that the knowledge gained can be used

when translating, but the problems encountered in the field are not as big as the problems encountered by managers so they do not really need the ability to solve the problems encountered. The results of other descriptive statistical analyzes show the standard deviation of the ability of learn_solv assessment results of the four sample clusters is 0.57, with a minimum score range of 2.15 and a maximum score of 5. Therefore, this rating is a conversion from the normal curve.

3.3 Profi_leader

Profi_leader (professionalism and leadership) includes six abilities, namely understanding economic crisis, environment and social and cultural aspects in a professional manner, making professional decisions according to position, blindly solving problems related to ethics, ability to be a role model for followers, ability to guide group members, and the ability to be assertive in making decisions. The profi_leader ability is shown in Table 3.

Table 3. Profi_Leader Ability with Implementation Related to the Field of Work

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
profi_leader	Administrator	46	3.91	0.71	0.11	3.70	4.12	2.00	5.00
	Manager	11	4.30	0.49	0.15	3.97	4.63	3.33	4.83
	Trainer	30	3.88	0.77	0.14	3.59	4.16	1.00	5.00
	Translator	7	3.67	1.02	0.38	2.72	4.61	2.00	5.00
	Total	94	3.93	0.74	0.08	3.78	4.08	1.00	5.00

Source: Data Processing 2018

The average profi_leader ability level for Administrators is 3.91, the average profi_leader ability level for alumni who work as managers is 4.30, for alumni who work as trainers the average com_team ability level is 3.88, and the average profi_leader ability level for alumni who work as translators is 3.67. The average total ability of profi_leader job field as Administrator, manager, trainer and translator is 3.93. The mean score of manager's rating is higher than Administrator, translator and trainer. Whereas the mean translator rating score is the lowest among the four types of work. Thus, to work as a manager, profi_leader ability is needed compared to other occupations. Administrators and trainers also need profi_leader capabilities but the needs are not as big as the manager's needs. Translators do not really need profi_leader ability because most translators work independently.

The results of other descriptive statistical analyzes show the standard deviation of the proficiency of the professors of the results of the assessment of the four sample clusters is 0.74, with a minimum score range of 1 and a maximum score of 5. Therefore, this rating is a conversion from the normal curve.

3.4 Comm_loyal

Comm_loyal (commitment and loyalty) includes fifteen abilities, namely being responsible for group decisions, being able to play a role in groups, carrying out group decisions with responsibilities, helping friends with no strings attached, willing to work outside of the job desk, completing work outside the main task, having spontaneity at work, a plan in performance, an interest in learning other fields outside of Mandarin, a target at work, obeys existing regulations, responsibility for the company, a sense of belonging, good personal relationships and a fondness for Occupation. Comm_loyal capabilities are shown in Table 4.

Table 4. Comm_ Loyal Ability with Implementation Related to the Field of Work

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
comm_loyal	Administrat or	46	4.31	0.55	0.08	4.15	4.47	2.00	5.00
	Manager	11	4.49	0.47	0.14	4.17	4.81	3.46	5.00
	Trainer	30	4.35	0.39	0.07	4.20	4.49	3.31	5.00
	Translator	7	4.31	0.63	0.24	3.72	4.89	3.38	5.00
	Total	94	4.34	0.50	0.05	4.24	4.44	2.00	5.00

Source: Data Processing 2018

The average degree of comm_loyal ability for Administrators is 4.31, the average degree of comm_loyal ability for alumni working as managers is 4.49, for alumni who work as trainers the average degree of comm_loyal ability is 4.35, and the average degree of comm_loyal ability for alumni working as translators is 4.31. The average total comm_loyal ability of the field of work as Administrator, manager, trainer and translator is 4.34. The mean score of manager's rating is higher than Administrator, translator and trainer. Whereas the mean translator and Administrator rating scores are the same among the four types of work. Thus to work as a manager the ability of comm_loyal is needed compared to other occupations. Administrators and translators also need comm_loyal capabilities. This shows that despite the ability of the previous soft skills, where the translator has the lowest needs, but being a translator needs commitment and loyalty to the work he/she is engaged in. This became his/her success as a translator who generally worked alone.

The results of other descriptive statistical analyzes show the standard deviation of the comm_loyal ability of the results of the assessment of the four sample clusters is 0.50, with a minimum score range of 2 and a maximum score of 5. Therefore this rating is a conversion from the normal curve.

3.5 Honest_integer

Honest_integer (honesty and integrity) includes ten indicators, namely tapping every time they come and go home from work, taking responsibility for the use of funds accurately, following the professional and company code of ethics, being honest in using and managing resources, taking time to ensure that their actions do not violate the code of conduct, conducting actions that are consistent with values and beliefs, admitting mistakes, being honest even though jeopardizing good relations, and opposing those who have the power to uphold values. The ability honest_integer is shown in Table 5.

Table 5. Honest Integer Ability with Implementation Related to the Field of Work

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		

honest_inte ger	Administra tor	46	4.24	0.59	0.09	4.07	4.42	2.00	5.00
	Manager	11	4.50	0.32	0.10	4.29	4.71	4.00	5.00
	Trainer	30	4.27	0.43	0.08	4.11	4.43	3.10	5.00
	Translator	7	4.16	0.44	0.17	3.75	4.57	3.60	4.90
	Total	94	4.27	0.50	0.05	4.17	4.38	2.00	5.00

Source: Data Processing 2018

The average degree of honest_integer ability for Administrators is 4.24, the average degree of honest_integer ability for alumni working as managers is 4.50, for alumni working as trainers the average degree of honest_integer ability is 4.27, and the average degree of honest_integer ability for alumni working as translators is 4.16. The average total honest_integer ability in the field of work as Administrator, manager, trainer and translator is 4.27. The mean score of manager's rating is higher than Administrator, translator and trainer, whereas the mean translator rating score is the lowest among the four types of work. Thus, to work as a manager, honest_integer ability is needed compared to other occupations. Administrators and trainers also need honest_integer capabilities but the needs are not as big as the manager's needs. Translator does not really need the ability of honest_integer because most of them work independently and are not tied to working time like work in an office.

The results of other descriptive statistical analyzes show the standard deviation of honest_integer ability in the assessment results of the four sample clusters is 0.57, with a minimum score range of 2 and a maximum score of 5. Therefore, this rating is a conversion from the normal curve.

4. Conclusion

A manager is required to have com_team capabilities compared to other occupations. Administrators and trainers also need com_team capabilities but the needs are not as big as the manager's needs. Translator does not really need com_team's ability because most of the translators work independently so they don't need much communication and teamwork.

The ability of learn_solv for a manager is needed compared to other occupations. Administrators and trainers also need learn_solv capabilities but the needs are not as great as the manager's needs. Translators don't really need the learn_solv ability because most of the translators work independently. Even so, the translator is also required to continue learning throughout life so that the knowledge gained can be used when translating, but the problems encountered in the field are not as big as the problems encountered by managers so they do not really need the ability to solve the problems encountered.

The mean translator and Administrator rating scores are the same among the four types of work. Thus, to work as a manager, comm_loyal ability is needed compared to other fields of work. Administrators and translators also need comm_loyal capabilities. This shows that despite the ability of the previous soft skills, where the translator has the lowest needs, but being a translator needs commitment and loyalty to the work he/she is engaged in. This became his/her success as a translator who generally worked alone

Meanwhile, the mean translator rating score is the lowest among the four types of work. Thus, to work as a manager, honest_integer ability is needed compared to other occupations. Administrators and trainers also need honest_integer capabilities but the needs are not as big as the manager's needs. Translators do not really need the ability honest_integer because most translators work independently and are not tied to working hours like office work.

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