

The Influence of Hard Skills and Soft Skills on Employee Performance at the North Luwu Utara Library Service

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Abstrak

Hard skills are technical skills that are inherent or required for a job. Soft skills are abilities beyond technical and academic abilities that prioritize intrapersonal and interpersonal abilities. This research method uses quantitative methods by observing and distributing questionnaires to collect data with a sample of 55 respondents by testing hypotheses, validity tests, reliability tests, multiple linear regression, simultaneous test (F), partial test (T), determination test with SPSS application help. Based on the results of research conducted at the North Luwu Utara Library Service, the researcher can conclude that Hard Skill (X1) has a negative and insignificant effect on Employee Performance (Y) because the value of the Hard Skill variable (X1) is $0.169 > 0.05$ calculated T value (1.396) T table (2.006). Meanwhile, the Soft Skill variable (X2) has a value of $0.000 < 0.05$ and the calculated T value (4.287) T table (2.006) means it has a positive and significant effect on employee performance (Y). Hard skills have no positive and insignificant effect on the performance of employees at the Library Service in North Luwu Utara, while soft skills have a positive and significant effect on the performance of employees at the Library Service in North Luwu Utara.

Keywords: Hard Skills; Soft Skills; and Employee Performance

1. Introduction

The Library Office, located in Masamba, North Luwu Regency, has hard skills and soft skills that are quite good because it has a fair leader who gives fair responsibility or authority to each employee. Many infrastructures have been built in this department and can be utilized by the surrounding community. Some of them are RUBITON (reading and watching room), which opens on November 1, 2023, and literacy tours for PAUD students of Griya Cendana Masamba Kindergarten. Every week the North Luwu library office conducts Islamic studies involving the community of around 55 members.

Every government agency must expect its employees to excel because they will make the best contribution to the agency and can improve their performance. In other words, the survival of an organization is determined by the performance of its employees. Every employee has duties and responsibilities to complete their work. Therefore, adequate conditions are necessary to ensure that employees can perform their jobs properly. Rights and obligations of employees and companies have the rights and obligations to support the contribution of their employees to improve performance and achieve company goals in the employment relationship formed in the company between superiors and subordinates [22]

Hard skills and soft skills include honesty, responsibility, politeness, creativity, good communication, responsibility, and the ability to work together in a team [11]. An employee's

work ability is defined as a factor that shows that they are capable or able to do something. Employability can be supported by elements of education and training [7].

Technical skills (Sinarwati, 2014). is the mastery of science, technology, and engineering skills related to their scientific fields. Hard skills are technical skills that are inherent or required in certain jobs, for example: Mechanical engineers need to have skills in working with machines, programmers need to master programming techniques in certain language

Soft Skills as a person's ability to motivate themselves and use their initiative, have an understanding of what is needed to be done and can be done well, useful for overcoming small problems that arise suddenly and can continue to survive if the problem has not been resolved (Sinarwati, 2014). Although soft skills are inherent in a person and it takes hard work to change them, soft skills are not something stagnant, these abilities can be optimized with training and honed with work experience. The concept of soft skills is a development of a concept that has been known as emotional intelligence. Soft skills are abilities beyond technical and academic abilities that prioritize intrapersonal and interpersonal abilities [6].

Based on the results of the research (Akhmad jafar & Wahyuni, 2022) [1], this in the form of Hard Skills and Soft Skills has a positive and significant influence on the performance of employees of the Ministry of Education of South Sulawesi Province. The reason is because the results of the research obtained A significance value smaller than 0.05 means that there is a positive and significant influence on the performance of employees of the South Sulawesi Provincial Education Office. Moreover, From the results of the F and T tests carried out can be concluded.

The relationship between technical skills and skills is subtle with the performance of employees of the education department in South Sulawesi Province. Therefore, we can conclude that to improve employee performance can be done by increasing hard work, skills and soft skills. While the results of the study [4] are multiple linear regression analysis obtaining results that partially state the variables of competence and also this workload has a significant and positive effect on employee performance with looking at the value of the Soft Skill coefficient of 0.487, the Hard Skill variable of 0.691 and simultaneously the variables of competence and workload that affect employee performance with an adjusted R square value of 0.738 and Fcalculate of 77.159.

The influence of each independent variable on the dependent variable through the framework above is that the dependent variable Y in this research is employee performance while the independent variable X is hard skills and soft skills. The aim of the thinking framework is to see the influence of the independent variable on the dependent variable

The research has similarities with the research being carried out, which discusses the influence of hard skills and soft skills on employee performance, but the research being carried out has a new place, where the place the researcher uses is located in the library office of North Luwu Regency. In accordance with the formulation of the problem, the purpose of this study is to determine the effect of hard skills and soft skills on employee performance at the North Luwu Regency Library Office and to find out how important hard skills and soft skills are in the world of work .

2. Methodology

This research method uses quantitative methods. Quantitative method research is based on the philosophy of positivism (positive theory), used to study populations or specific samples, collect data using research instruments, and analyze the data quantitatively or statistically to test established hypotheses [8].

Place and Time of Research

This research was conducted at the Regional Library Office of North Luwu Regency. This study was conducted from October 27 – December 1, 2023.

Population and Sample

Population is an area of generalization that includes: objects or subjects chosen by the researcher to be studied and then drawn conclusions by Sugiyono. The population using researchers as the object of research is all employees, namely 55 people who work in the library office in North Luwu Regency. Sugiyono defines whether the population size and its characteristics are considered as samples. For the study, several samples were randomly drawn from the population [12].

Data sources and methods of collection

The source of this study uses primary data, namely data obtained directly from the original object or source without using intermediaries. The data collection method used to obtain data and information about this study was a questionnaire; The list of questions is given to respondents in an open and closed manner. Closed questions are graded on a scale of 1-5, which means strongly agree, agree, neutral, disagree, and strongly disagree. Meanwhile, observation is a research method in which researchers see directly the object of research. The survey method, on the other hand, collects primary data through oral and written questions. To obtain the necessary data, this method requires a relationship or contact between the researcher and the research subject.

Variable operationalization

The variable operationalization in this study using the independent variable coded X is hard skill (X1) and soft skill (X2) and the dependent variable coded Y is employee performance (Y).

3. Result and Discussion

Regression test or analysis analyzes the relationship between one variable and one or more other variables. If there is only one independent variable, the regression test or analysis is called simple linear regression, but if there is more than one independent variable, the regression test or analysis is called multiple linear regression. Because the dependent variable is influenced by two or more independent variables, the term "double linear" [25]. This technique is used with the following formula

Information:

Y = Dependent variable

α = Constant

β = Regression coefficient value

X = Independent variable

E = Error

3.1. Result

Test F (Simultaneously)

Tabel 3 Uji F

Type	Sum of Squares	Df	Mean Square	F	Sig.
Regression	2562.065	2	1281.033	58.620	.000 ^b
1 Residual	1136.371	52	21.853		
Total	3698.436	54			

Source: Output SPSS

Based on the above table of anova obtained:

F count: 58,620

F table: 3,175

So it can be concluded that F count 58.620 > F table 3.175 (there is an influence). Judging from the significant values of 0.00 < 0.05 which shows that each independent variable simultaneously or together has a significant effect on Y.

T Test (Persial)

Type	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	7.574	4.209		1.800	.078
1 Hard skill (X1)	.254	.182	.210	1.396	.169
Soft Skill (X2)	.556	.130	.645	4.287	.000

Suorce:Output SPSS

Based on the table of T test results above, it can be seen that the significant value of the Hard Skill variable (X1) is 0.169 > of 0.05 and the calculated T value (1.396) < T table

(2.006) which means that the Hard Skill variable has no significant positive effect on Employee Performance and the Soft Skill variable is $0.000 < 0.05$ and the calculated T value (4.287) > T table (2.006) which means the Soft Skill variable significant effect on Employee Performance.

Based on the table above, we can know the multiple linear regression equation as follows:

$$Y = 7.574 + 0.254X_1 + 0.556X_2 + e$$

The results of the multiple linear regression equation above can be interpreted

A constant value of 7.574 can be interpreted if all independent variables (Hard skills, Soft Skills) are equal to zero or constant, then employee performance behavior of 7.547 The constant value of 7.547 means a positive effect

The value of the regression coefficient of the Hard Skill variable (X_1) is positive which is 0.254 indicating that if the value of Hard Skill (X_1) experiences one unit, then Employee Performance (Y) will increase by 0.254

The value of the regression coefficient of the Soft Skill variable (X_2) is positive, which is 0.556, indicating that if the value of Soft Skill (X_2) experiences one unit, then Employee Performance (Y) will increased by 0.556.

Analysis of the Coefficient of Determination

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.832 ^a	.693	.681	4.675

Source: SPSS

The R value in the table above is 0.832, this proves that there is actually a very strong relationship between X_1, X_2 because the value is in the interval 0.80-1.000. The adjusted R Square value of 0.681 means that Hard Skills and Soft Skills have an effect of 68.1% on Employee Performance. The remaining 31.9% was influenced by other variables not included in this research model.

3.2. Discussion

The Effect of Hard Skills on Employee Performance

This research (Nurdin, 2023) [13] shows that difficult skills have a direct and significant influence on employee performance, with a p value below 0.05. Each fixed variable affects the other, as shown by the fact that hard skills (X_2) have a 46.4% effect on employee performance (Y). The total number of direct and indirect influences is compared, as well as the results of the R-squared test and the comparison of total direct and indirect influences.

According to (Bacha 2016) In research (Kanafiah et al., 2021) [10] this study found that competence (hard skills) has a positive and significant impact on the performance of employees (technical implementers) at the Serang Regency Public Works and Spatial Planning Office. The results of the Path analysis test support the findings of previous research showing that competence has an impact on employee performance. In the Serang Regency Public Works and Spatial Planning Office, employee job satisfaction (technical implementers) is positively and significantly influenced by competence.

In this study, there was empirical evidence showing that the third hypothesis proposed was not proven valid with a significant level of 0.299 greater than 0.05. Therefore, it can be concluded that difficult skills affect worker performance significantly and negatively [16].

The Influence of Soft Skills on Employee Performance

Based on the partial test in regression analysis, the calculated t value is greater than the t table value ($10.370 > 1.654$). Thus, it can be concluded that soft skills have a positive effect on employee performance. In this research, there are two dimensions of soft skills: interpersonal dimension and personal dimension. Personal factors that can be measured include an employee's sense of responsibility for their work, self-confidence, ability to socialize with other employees, ability to comply with regulations and keep emotions in check when interacting with other people, and an honest and honest attitude. Everyone has this ability, and it is the second dimension of interpersonal ability. Interpersonal skills include employees' ability to solve problems, negotiate and collaborate, and share information and help others in the workplace (Perstasi et al., 2022).

(Azwar, 2013) [2] Soft skills help strengthen the relationship between organizational resources and service quality. One of the organizational soft skills is the element of work integrity of health service officers, which can support the training of organizational resources, thereby improving the quality of health services at RSUP Dr. M. Djamil.

According to (Jusweldi et al., 2022) [9] Because the distribution of respondents' characteristics and their answers is almost identical, the soft skills variable does not have a positive impact on employee performance.

Based on the results of research conducted at the North Luwu Regency Library Service, the researcher can conclude that Hard Skill (X1) has a negative and insignificant effect on Employee Performance (Y) because the value of the Hard Skill variable (X1) is $0.169 > 0.05$ calculated T value ($1.396 < T$ table (2.006)). Meanwhile, the Soft Skill variable (X2) has a value of $0.000 < 0.05$ and the calculated T value ($4.287 > T$ table (2.006)) means it has a positive and significant effect on employee performance (Y).

4. Conclusion

Based on the results of the data analysis that has been carried out, several findings have been obtained that can provide a clearer picture of the influence of hard skills and soft skills on employee performance at the North Luwu district library service.

Hard skills have no positive and insignificant effect on employee performance at the North Luwu Regency Library Service.

Soft skills have a positive and significant effect on employee performance at the North Luwu Regency Library Servi

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