

The Influence of Hard Skills and Soft Skills on Employee Performance at the Sukamaju Sub-District Office, North Luwu Regency

Riya Dwi Mayori^{1*}, Fika Pramulya², Budiarti Putri Uleng³, Nasruddin⁴

¹Andi Djemma University, 19911, Indonesia

²Andi Djemma University, 19911, Indonesia

³Andi Djemma University, 19911, Indonesia

⁴Andi Djemma University, 19911, Indonesia

Corresponding Author Email: riyadwimayori@gmail.com

Abstrak

This study aims (1) to determine the effect of hard skills and soft skills on employee performance at the Sukamaju Subdistrict Office, North Luwu Regency. (2) to determine the effect of hard skills on employee performance at the North Luwu Regency Subdistrict Office. (3) to determine the effect of soft skills on pegawai performance at the Sukamaju Subdistrict Office, North Luwu Regency. The results of this study show that (1) hard skills and soft skills together have a significant effect on employee performance at the Sukamaju Subdistrict Office, North Luwu Regency. (2) hard skills have a significant effect on employee performance at the Sukamaju Subdistrict Office, North Luwu Regency. (3) soft skills have a significant effect on employee performance at the Sukamaju Subdistrict Office, North Luwu Regency. The number of samples in this study was 36 people. The types and sources of data used are qualitative and quantitative data types. The data collection used is through observation, interviews and distribution of questionnaires. The data analysis technique uses multiple linear regression. The results found that simultaneously Hard skills and soft skills have a significant and simultaneous effect on employee performance. Hard skills do not have a significant effect on employee performance at the Sukamaju sub-district office, North Luwu regency, while soft skills have a significant effect on employee performance at the Sukamaju sub-district office, North Luwu regency.

Keywords: Hard Skills, Soft Skills and Employee Performance.

1. Introduction

The competence of human resources is very influential on achieving the goals of a company. Economic developments that occur today demand the performance of intelligent and skilled human resources, along with rapidly growing technological advances and the increasing population that demands the existence of knowledge, Skills Competence source Human Power really

Needed to increase the economic growth of a country. The performance of human resources is also very necessary for the development of a business, this performance can be used as a benchmark for the success of an industry in producing goods or services. The sub-district office is a technical implementation unit at the district or municipality level that is responsible for government affairs and development in the sub-district area. The sub-district office is led by a sub-district head who is a local government official who functions for the implementation of government policies of the sub-district office responsible for implementing government policies at the sub-district level. This includes the implementation of development programs and projects, supervision, and monitoring of government activities in the sub-district area, and public services at the sub-district office providing public services to the community, such as population

administration services, making certificates, business licenses, and so on and also functions as the holding of general elections at the sub-district office also has a role in organizing general elections at the sub-district level, such as the election of village heads or lurah, in addition to functioning as Interagency Coordination, the Subdistrict Office acts as an interagency coordinator in the sub-district, working together with other government agencies, community institutions and the private sector to ensure effective and coordinated policy implementation. Sukamaju District is one of the sub-districts located in North Luwu Regency which has a vision of realizing effective, efficient and accountable governance and excellent service. Sukamaju sub-district, consists of 25 villages, all of which have definitive status. Tamboke Village with an area covering 63.11 Km is the largest village in Sukamaju District. While the village farthest from the district capital is Minanga Tallu Village, 15 Km from Sukamaju Village. The condition of Sukamaju District when viewed from the area is one of the districts in North Luwu Regency which has a large area. This large area is certainly in line with the existence of residents who want good service from employees at the Sukamaju sub-district office as service providers for all people in Sukamaju sub-district. Therefore, employees who work at the Sukamaju Sub-district Office are required to provide maximum service so that the community gets satisfaction with the services they receive. Community satisfaction with the services received can only be realized if the employees who work at the Sukamaju District Office have good performance at work.

One of the factors that can affect the level of employee performance is the hard skills of employees because with the hard skills employees can overcome difficulties, reason and even manage things well. So it is true that hard skills are said to be intellectual abilities. In accordance with the opinion according to Islami [1] which suggests that hard skills are knowledge and technical abilities possessed by a person. Technical knowledge which includes knowledge of the design and features of the product, developing it according to technology, being able to overcome problems that occur and analyzing the usefulness of the product in an effort to identify new ideas about the product or service. Hard skill is the ability to master science, technology and technical skills in developing Intelligence Quotient (IQ) related to their fields. This technical knowledge includes the knowledge needed for a particular profession and its development in accordance with the technology used must also be able to overcome problems that occur and be able to analyze them. Hard skills describe behaviors and skills that can be seen by the eye (explicitly). Hard skills can be assessed from the Technical test or Practical Test. The hard skill element can be seen from the intelligence quotient thing which has indicators of the ability to calculate, analyze, design, insight and broad knowledge. Hard skills have a very important role to be developed, the purpose of the role is that someone will do a job well and correctly in accordance with the hard skills he has.

Another factor that can affect employee performance is soft skills that are based on someone who can master emotional intelligence. Emotional intelligence includes an ability contained in a person's soul. Therefore, employees must be able to implement these abilities at work. Because these abilities can be related to other people and themselves who regulate their skills. So the relationship between hard skills and soft skills is a coupling that must be improved to make employee performance better.

Soft skills can be observed through performance, such as the ability to speak that reflects ideas and information, or explain a topic clearly, easy to understand unknown topics, able to interact and work cooperatively in groups. Good soft skills will reflect abilities that exceed capacity as a

workforce [2].

Soft skills are a person's skills in dealing with others (Interpersonal skills) and skills in self-regulation (Intrapersonal skills) that are able to develop for maximum work. The concept of soft skills is actually a development of a concept that has been known as emotional intelligence. Broadly speaking, soft skills can be classified into two categories, namely intrapersonal and interpersonal skills. Intrapersonal skills include: self-awareness (confidence, self-assessment, traits & preferences, emotional awareness) and self-skills (improvement, self-control, trustworthiness, time management, proactivity, conscientiousness). While interpersonal skills include social care (political awareness, developing others, utilizing diversity, service orientation, empathy and social skills (leadership, influence, communication, conflict management, cooperation, teamwork, synergy) weaknesses in the field of isoft skills are in the form of inherent character in a person. It takes a lot of effort to change it. However, soft skills are not something difficult. This ability can be honed and improved along with work experience, there are many ways to improve soft skills, one of which is through learning by doing, besides that soft skills can also be honed and improved by attending trainings and management seminars.

Performance is basically what employees do or don't do so they affect how much they contribute to the agency or organization including quality of service served. Based on initial observations made, it was found that the problem that often occurs in employees of the Sukamaju Subdistrict Office in terms of hard skills is that the abilities possessed by employees are still fairly minimal, such as knowledge about work or their fields. Meanwhile, in terms of soft skills, it was found that employees of the Sukamaju Subdistrict Office had not individual skills in conveying information on services offered to the community and the ability to use basic technology such as computers which were the main means used in providing services to the community in Sukamaju District. This can be seen when some employees are still rigid in answering questions raised by the community and lack an approach, where all of them are related to hard skills and soft skills that should be mature for each employee. Based on the observations described above, the researcher was interested and decided to conduct a research research by raising a title, namely the Effect of Hard Skills and Soft Skills on Employee Performance at the Sukamaju Sub-district Office, North Luwu Regency.

2. Research Methods

This research was conducted at the Sukamaju Sub-district Office, North Luwu Regency. The types of data used in this study are quantitative data and qualitative data. While the data sources used are primary data and secondary data. The data collection method is the most important step in research, because the main purpose of research is to obtain data. Without knowing the data collection method, researchers will not get data that meets the standards that have been set. The data collection methods used in this study are 1) Observation, namely this method is used to observe directly on the events / phenomena that are the focus of research. 2) Interview, i.e. Interview will know more in-depth things about participants in interpreting situations and phenomena that occur where this cannot be found through observation. 3) Questionnaire is a data collection technique carried out by giving a set of questions or written statements to respondents to answer. The questionnaire in this study consisted of 39 statements. Which consists of 9 statements of variable

X1, 15 of the statements of variable X2 and 15 statements of variable Y.

Population is an object or subject with certain characteristics and qualities that have been determined by researchers to be researched and drawn conclusions Sample [3]. The population in this study was all employees of the Sukamaju Sub-district Office, North Luwu Regency, totaling 36 people. While the sample in this study amounted to 36 people. So that the sampling technique in this study uses saturated sampling.

Data analysis techniques in this study to answer the problems in this study used several data analysis techniques, namely:

1. Test Validity and Reliability

- a. Validity Test

Validity Test is the level of reliability and validity of the measuring instrument used. Instrument is said to be valid means that the measuring instrument used to obtain data is valid or can be used to measure what should be measured [4]. Thus, a valid instrument is a truly appropriate instrument to measure what is to be measured. The ruler is declared valid if it is used to measure length. However, it becomes invalid if used to measure weight. That is, a ruler is appropriate to use to measure length, but it becomes invalid if a ruler is used to measure weight. The validity test is useful to find out if there are statements on the questionnaire that should be discarded/replaced because they are considered irrelevant. An instrument item is considered valid if it is greater than 0.30 or ordinary also by comparing it to the table r [5].

- b. Reliability Test

The Reliability Test is useful for determining whether the instrument in this case the questionnaire can be used more than once, at least by the same respondent will produce consistent data. In other words, instrument reliability characterizes the level of consistency of the criteria for a research instrument to be reliable using this technique, if the reliability coefficient is greater 0.60 [6].

2. Multiple regression analysis

To determine the relationship and influence between emotional intelligence and motivation on employee performance, multiple linear regression analysis techniques are used. Multiple Linear Analysis is used to predict how the state fluctuates (ups and downs) of the dependent variable, when two or more independent variables as predictor factors are manipulated (up and down their values)[7].

This analysis uses the formula of multiple regression equations as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

Where:

Y = Performance

a = constant number

b = Regression coefficient (increase or decrease value)
X1 = Hard skill

X2 = Soft skill

e = Standard error

This study uses multiple linear regression because the data in this study are multiple, namely there are two dependent variables and one independent variable. Hypothesis testing using multiple linear regression is performed by performing the following tests:

a. F test (simultaneous)

The F test is used to determine whether simultaneously the independent variable is able to explain the dependent variable well or whether the independent variable has a significant influence on the dependent variable together. The formula used to test the hypothesis is:

$$F \text{ calculate} = \frac{R^2 / (k-1)}{(1-R^2) / (N-k)}$$

Where:

R² = coefficient of determination

N = Number of samples (observations)

K = Number of regression parameters/coefficients plus constant Test

Criteria:

1. If the value of F is calculated < F of the table, then Ho is accepted. This means that all regression coefficients together are insignificant at the 5% significance level.
 2. If the value of F is calculated > F of the table, then Ho is rejected. This means that all regression coefficients together are significant at a significance level of 5%.
- b. Test t (Partial)

The t test is used to determine whether in the regression model the independent variable has a significant effect on the dependent variable [8]. The dependent variable in this study is teacher performance while the independent variable is emotional intelligence and spiritual intelligence. The decision criteria used are:

- 1) If t counts > t table, and sig < 0.05 then the Hypothesis is accepted.
 - 2) If t counts < t table, and sig > 0.05 then the hypothesis is rejected.
 - 3) Significant level = 5 %
- c. Determination analysis (R²)

Determination analysis is used to determine the contribution or contribution of the influence of the independent variable to the dependent variable. This coefficient shows how much the percentage of variation of the independent variable used in the model is able to explain the variation of the dependent variable [9].

3. Results and Discussion

A. Research Results

1. Test Validity and Reliability

a. Test validity

An instrument is said to be valid if it is able to measure what is to be studied. The technique used for this validity test is the correlation of moment products or Pearson correlation with a confidence level of 95% ($\alpha = 0.05$) or r table (0.329) carried out by correlating the score of each item with its total score. This validity test uses the SPSS program application, and the test results are that it can be said that all statements on the questionnaire are declared valid. This is because the value of r count is greater than r table. A recapitulation of the validity test can be seen as follows:

Tabel. 22 Hasil Uji Validitas *Hard Skill* (X1)

No	Pernyataan	R hitung	R tabel	Keterangan
1	X1.1	0,427	0,329	Valid
2	X1.2	0,632	0,329	Valid
3	X1.3	0,463	0,329	Valid
4	X1.4	0,635	0,329	Valid
5	X1.5	0,409	0,329	Valid
6	X1.6	0,384	0,329	Valid
7	X1.7	0,635	0,329	Valid
8	X1.8	0,363	0,329	Valid
9	X1.9	0,485	0,329	Valid

Sumber: Data diolah (2023)

Based on the table above, it can be concluded that all statements totaling 15 for the Hard skill variable have a valid status, because the value of r is calculated $> r$ table which is 0.329.

Tabel. 23 Hasil Uji Validitas *Soft Skill* (X2)

No	Pernyataan	R hitung	R tabel	Keterangan
1	X2.1	0,447	0,329	Valid
2	X2.2	0,631	0,329	Valid
3	X2.3	0,773	0,329	Valid
4	X2.4	0,613	0,329	Valid
5	X2.5	0,719	0,329	Valid
6	X2.6	0,758	0,329	Valid
7	X2.7	0,819	0,329	Valid
8	X2.8	0,739	0,329	Valid
9	X2.9	0,775	0,329	Valid
10	X2.10	0,711	0,329	Valid
11	X2.11	0,788	0,329	Valid
12	X2.12	0,678	0,329	Valid
13	X2.13	0,773	0,329	Valid
14	X2.14	0,775	0,329	Valid
15	X2.15	0,508	0,329	Valid

Sumber: Data diolah (2023)

Based on the table above, it can be concluded that all 15 statements for soft skill variables have a valid status, because the value of r is calculated $> r$ table which is 0.329.

Tabel. 24 Hasil Uji Validitas Kinerja Karyawan (Y)

No	Pernyataan	R hitung	R tabel	Keterangan
1	Y.1	0,512	0,329	Valid
2	Y.2	0,597	0,329	Valid
3	Y.3	0,621	0,329	Valid
4	Y.4	0,613	0,329	Valid
5	Y.5	0,393	0,329	Valid
6	Y.6	0,612	0,329	Valid
7	Y.7	0,424	0,329	Valid
8	Y.8	0,393	0,329	Valid
9	Y.9	0,495	0,329	Valid
10	Y.10	0,393	0,329	Valid
11	Y.11	0,393	0,329	Valid
12	Y.12	0,597	0,329	Valid

Based on the table above, it can be concluded that all statements totaling 15 statements for employee performance variables have a valid status, because the value of r is calculated $> r$ table which is 0.329.

b. Reliability test

Reliability test is data to measure a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable if a person's answers to statements are consistent or stable over time. Reliability concerns the consistency of answers if tested repeatedly on different samples. SPSS. provides facilities to measure reliability with statistical tests that if cronbarch alpha > 0.60 , then the questionnaire on the variable is declared reliable, (Sugiyono, 2014). The results of reliability tests conducted on instruments in this study can be explained in the following table.

Table. 25 Hard Skill Reliability Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
.864	9

Sumber : Data diolah 2023

Tabel. 26 Hasil Uji realibilitas *Soft Skill* (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
.898	15

Sumber : Data diolah 2023

Tabel. 27 Hasil Uji realibilitas Kinerja Karyawan (Y)

Reliability Statistics	
Cronbach's Alpha	N of Items
.952	15

Sumber : Data diolah 2023

From the table, it is explained that the results of reliability tests show that the data in this study is declared reliable because the value of Cronbach alpha is greater than 0.60.

2. Multiple regression analysis

a. F test (simultaneous)

F test is a test performed to find out whether a set of independent variables together affects the dependent variable with a calculated f size greater than f table.

Tabel 28. Hasil uji simultan

ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1					
Regression	316,538	2	158,269	12,914	,000 ^b
Residual	404,435	33	12,256		
Total	720,972	35			

a. Dependent Variable: totally

b. Predictors: (Constant),
 totalx2, totalx1 Source: Processing
 data (2023)

In the F test table, which is presented in the form of an anova table, it can be described that there is a significant influence between the independent variable and the dependent variable. This can be seen in the significant value in the anova table, showing the significant value in the table which is 0.000. The basis used is that if the significant value is smaller than 0.05 or if F count is greater than F table, then the hard skill and soft skill variables together affect the employee performance variable. The calculated f value in the table is 12.914 while the table f value is 2.034 ($F_h > F_t$). Thus, hard skills and soft skills together have a significant effect on the performance of employees at the Sukamaju sub-district office, meaning that the first hypothesis is accepted.

b. Test t (Partial)

This t test aims to test the extent of the influence of each independent variable, namely hard skills and soft skills on the dependent variable, namely employee performance, a significant test is used, namely by comparing between the calculated t value and the table t or < sig value of 0.05 from each variable, where from the results of regression testing using SPSS., the following results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	32,061	8,771		3,655	,001
Hard skill	-0,059	,216	-,038	-,273	,787
Soft skill	0,530	,110	,675	4,843	,000

a. Dependent Variable: totally

Sumber: Data diolah (2023)

The table above explains that the results of partial testing (Test t) between the independent variable and the dependent variable, as follows:

1. The effect of hard skills (X1) on employee performance (Y)

The results of partial testing (t-test) between hard skill variables on employee performance showed a calculated value of $-0.273 < t_{table}$ of 2.034. So it can be concluded that hard skills do not have a significant effect on employee performance at the Sukamaju Subdistrict Office, North Luwu Regency.

2) The effect of soft skills (X2) on employee performance (Y)

The results of partial testing (t-test) between soft skill variables on employee performance showed a calculated value of $4.843 > t_{table}$ of 2,034. So it can be concluded that soft skills have a significant

effect on employee performance at the Sukamaju Subdistrict Office, North Luwu Regency.

Based on table 29. Then a multiple linear regression equation is obtained

$$Y = 32.061 + -0.059 (X1) + 0.530(X2)$$

From the results of the regression equation mentioned above, it can be explained that:

- 1) a = 32.061 which is a constant value, meaning that in the absence of hard skills (X1) and soft skills (X2), employee performance (Y) is 32.061.
- 2) b1 = -0.059 which indicates a variable regression coefficient meaning that if the hard skill (X1), increases by one unit, then employee performance (Y) will decrease by -0.059 assuming soft skill (X2) constan or fixed.
- 3) b2 = 0.530 which indicates the regression coefficient of the soft skill variable (X2), meaning that if the soft skill changes by one unit, then employee performance (Y) will increase by 0.530 with hard skill (X1) constan or fixed.

c. Coefficient of Determination (R2)

This coefficient of determination is used to determine how much influence independent variables have on the dependent variable, in this case the hard skill and soft skill variables on employee performance. The value of the coefficient of determination for independent variables of more than two is used Adjusted R Square, as follows:

Tabel 30. Hasil uji determinasi

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,663 ^a	,439	,405	3,501

a. Predictors: (Constant), totalx2, totalx1

Source: Data processed 2023

From the calculation results using SPSS. It can be seen that the coefficient of determination (R Square) obtained is 0.439. This means that 43.9% of employee performance can be explained by hard skills and soft skills variables, while the remaining 56.1% is explained by other variables that were not studied in this study

B. Discussion

1. The Effect of Hard Skills on Employee Performance at the Sukamaju Sub-district Office

In the results of the study, it can be explained that there is no significant influence between hard skills on employee performance at the Sukamaju Sub-district Office. So technical skills, science, and technology do not have a significant impact on employee performance at the Sukamaju Subdistrict Office, North Luwu Regency.

However, it is different from research conducted by [9][10][11][12] which suggests that hard skills affect employee performance. Hard Skills are the knowledge and technical abilities that a person possesses. Technical knowledge which includes knowledge of the design and features of the product, developing it according to technology, being able to overcome problems that occur and analyzing the usefulness of the product in an effort to identify new ideas about the product or service. Robbins translated by [13] suggests that hard skills are often also called intellectual abilities. Intellectual ability is the ability needed to determine various mental activities of thinking, reasoning and solving problems.

2. The Effect of Soft Skills on Employee Performance at the Sukamaju Sub-district Office

In the results of the partial test test, it can be explained that the significant influence between soft skills on employee performance at the Sukamaju sub-district office. This means that by having good soft skills, employees are believed to be able to produce good performance at the subdistrict office. Thus

Soft skills are also no less important than hard skills because the demand of the world of work on the criteria for prospective workers not only prioritizes high hard skill academic abilities, but also pays attention to proficiency in terms of values inherent in a person or often known as soft skill aspects, this is proven by the results of research that shows that soft skills are more influential on employee performance.

This is in accordance with theory according to [14] which posits that soft skills are a person's skills in relating to others (including himself). Attributes of soft skills thus include values adhered to, motivation, behavior, habits, character and attitude. This soft skill attribute is possessed by everyone to varying degrees, influenced by the habit of thinking, saying, acting and behaving. However, this attribute can change if the person concerned wants to change it by practicing getting used to new things. The results of this study are in line with research conducted by [15][16][17] suggesting that soft skills are a complement to hard skills. This type of skill is part of a person's intellectual intelligence, and is often used as a requirement to obtain a certain position or job.

[18] with the title The Effect of Hard Skills and Soft Skills on the Performance of Majene Regency Population and Civil Registration Office employees, soft skills have a positive and significant effect on employee performance.

4. Conclusion

Based on the results of research conducted at the Sukamaju Sub-district Office, North Luwu Regency, researchers can conclude the results of the study, which are as follows:

1. Hard skills and soft skills together have a significant effect on the performance of employees

at the Sukamaju Sub-district Office, North Luwu Regency.

2. Hard skills do not have a significant effect on employee performance at the Sukamaju Sub-district Office, North Luwu Regency.

3. Soft skills have a significant effect on employee performance at the Sukamaju Sub-district Office, North Luwu Regency

dedication.

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