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The Evaluation of Students' Soft Skill Development Program at Universitas Garut with Quadruple Helix Concept and System Model

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THE EVALUATION OF STUDENTS SOFT SKILLS DEVELOPMENT PROGRAM AT UNIVERSITAS GARUT USING QUADRUPLE HELIX CONCEPT AND SYSTEM MODEL

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Abstract

Lack of students soft skill development in building interpersonal and intrapersonal relationship is a problem that occurs at Garut University. This study aimed to evaluate students soft skill development in order to facing the era of globalization. The research method used was qualitative approach with quadruple helix concept and system model. The data were collected by doing observation and interview with the third vice rector for students affairs. It is equipped with the evaluation result from other data such as academic, government, business and community elements. The result of this research showed that soft skill development at Garut University done by either student affairs lecture or supervising lecture is still low. It is shown by students good manner that has not improved yet although formally, Garut University has hold several activities related with students soft skill developments such as student orientation, community service, character building, personality development, table manner and other soft skill developments. Based on interviewed with academic, government, business and community elements, the result showed that students of Garut University have obstacles in verbal communication, analytical skills, independence, critical thinking, self management, motivation, commitment, logical argumentation, initiative, creativity and discipline . The implication of this study is the need of soft skill development program guidance in order to actualize students with good intrapersonal and interpersonal skills.

Keywords: Supervising, Soft Skill and Quadruple Helix
Topic: Public Administration and Social Welfare

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DAFTAR ISI

The Evaluation of Students' Soft Skill Development Program at Universitas Garut with Quadruple Helix Concept and System Model

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Abstract—**Lack of students' soft skill development in building interpersonal and intrapersonal relationship is a problem that occurs at Universitas Garut. This study aimed to evaluate students' soft skill development in order to facing the era of globalization. The research method used was qualitative approach with quadruple helix concept and system model. The data were collected by doing observation and interview with the third vice rector for student's affairs. It is equipped with the evaluation result from other data such as academic, government, business and community elements. The result of this research showed that soft skill development at Universitas Garut done by either student affairs lecture or supervising lecture is still low. It is shown by students' good manner that has not improved yet although formally, Universitas Garut has hold several activities related with student's soft skill developments such as student orientation, community service, character building, personality development, table manner and other soft skill developments. Based on interviewed with academic, government, business and community elements, the result showed that students of Universitas Garut have obstacles in verbal communication, analytical skills, independence, critical thinking, self-management, motivation, commitment, logical argumentation, initiative, creativity and discipline. The implication of this study is the need of soft skill development program guidance in order to actualize students with good intrapersonal and interpersonal skills.**

Keywords—*supervising; soft skills; quadruple helix*

I. INTRODUCTION

In this globalization era, the university students as young generations who are educated in University are demanded to have the ability in accomplishment nationally and internationally. Students who have graduated from the university should own relevant competencies with the job market (2). One of the competencies that must be owned is hard skills and soft skills. Hard skill competence is mastery and use of science and technology. Meanwhile, soft skill competence is an ability of other and self-regulating. Soft skill is very important thing that should be owned by each person, especially by university students, because they will interact and socialize with either the people in their working environment or society.

Ability, talent or skill of the university students can realize by the hard skill and soft skill improvement. Soft skill is an ability that can be done non-technically. It means the skills are formless and invisible. This skill can be said as personal and interpersonal skill [1]. If the students have good soft skill, they will be able to be good in their act, communication, thought in the society [2].

The development of soft skill not only can be taught, but also can be spread. Soft skill development activity will not be perfect if it is focused only on training, conference, workshop, and others training. The soft skill development is very important in academic education that oriented with technic and done by practicing continuously. Soft skill development activity should be planned and programmed well under the guidance of mentors, so that the activity can be appropriate with the activity purpose [3].

Therefore, soft skill training for the university students needs lecturers' role that interacts with students in campus environment. The lecturers are expected to be able to guide and train the student in achieving good soft skill. Lecturer is one of the important things both in lectures process and in students' soft skill training towards the nation's progress. In this case, lecturers are much needed. The lecture should be able to explore the students' potency in order to motivate and be responsible to themselves [4].

The lecture has a role in learning process and determining students' output. The output is not only an academic score, but also good personality of the students. 40% of Garut University students have not as expected personality competence. Accordingly, soft skill development activity was done as an

effort in solving students' problems. The lecturers are expected to be able to give learning process productively. Because every student will experience changed and developed era.

Garut University gives soft skill training to the students in order to face globalization era like implementing several soft skill development activities such as: Student Orientation, Community Service, Character Building, Personality Development, Table Manner, and other soft skill activity which is held while the learning process occurred. These activities are under the responsibilities of Vice Rector for Students' Affairs and academic supervisor.

The implementation of soft skill development in Garut is done by system model approach (input, process, and output), where the students as the input, giving a material about improvement of mental welfare, ethics, behavior, character, and career development of students by doing counseling, educating, and training as a process, and the changing of students' behavior as an output.

The lack of students' ability in communication, independence, critical thinking, self-management, motivation, commitment, logical argumentation, initiative, creativity and discipline are the phenomenon happened in Garut University. The purpose of this study is to evaluate soft skill development of Garut University students in facing globalization era by using Quadruple Helix.

A. Soft Skills

Research on student's soft skills has been studied by [1] and [5], according to [1], 80% of success in the world of work is determined by the mind set (soft skills) and 20% is determined by technical skills (hard skills). Unfortunately, in practice, the portion of soft skills development in higher education is only 10% in the curriculum, while 90% contains hard skills. Soft skills have different names, sometimes referred to as "non-technical" skills, competencies or learning outcomes. Sometimes the meaning also intersects with life skills "," generic competencies "," main competencies ", etc. [2].

In soft skills there are many attributes that can be identified, such as personal accountability, level of collaboration, conflict, negotiation skills, ability to adapt communication clarity and creative thinking [3]. Furthermore, Khanna states that soft skills have a significant impact on the attitude of a person when interaction with clients, customers, colleagues, and other stakeholders. The more positive the attitude the better the results of the relationship [3]. Whereas in Austria, Wahl examined that ability to master English (language) is the most important soft skill for university graduates followed by management skills, motivation and being able to integrate with the team as well as verbal and written communication skills [4].

More details, Sunarto made the soft skills category needed by the industry into 14 categories, namely: 1) project management skills; 2) readiness to international business travel; 3) Readiness to domestic business travel; 4) English language ability; 5) ability of other foreign languages; 6) presentation ability; 6) communication skills; 7) focusing on goals and targets; 8) team management; 9) team integration; 10) analytical capability; 11) desires to continue education and training; 12) stress resilience; 13) self-motivation; and 14) self-management [5].

B. Quadruple Helix

Ref [6]. stated the role of government, business and academics (Triple Helix) are important in providing knowledge and innovation, including soft skills knowledge. The Triple Helix concept then developed into a Quadruple Helix, with differences in the integration of civil society and integrating innovation and knowledge [7]. Quadro plea Helix Innovation Theory is a collaboration of four sectors, namely: Academic, Government, Business, and Civil Society that play a role in encouraging the growth of innovation. Quadruple Helix is a field that can move people to increase creativity, ideas and skills [8].

II. Methodology

The research method used in this soft skill program evaluation research in Universitas Garut is qualitative method with system and analysis model. It was done by using quadruple helix approach. The data was collected by observation and interview with the main informant. In this case, the main informant is the Vice Rector for Students' Affairs. The data was completed with the evaluation result from another source such as academic, government, business and community elements.

Furthermore, the collected data was analyzed by using quadruple helix approach through deep interview with academic, government, business and community elements that frequently interact with the students. Then, the data were reduced, presented and drawn conclusions.

III. Results and Discussion

The competition of working environment in the globalization era demands people to have deft and skillful human resource. The university students are demanded having high quality of hard skill and soft skill. Hard skill is the ability of students' academic score. Meanwhile, soft skill is the ability of people interaction and self-management. Besides having high academic score, students are demanded having high soft skill. Both hard skill and soft skill are the requirement of bachelor success in facing the competition of working environment.

Maybe not every student knows about their own potential and skill. The lecturer is expected to know their students' potential. With the lecturer's help, the students are directed to go deep into their useful potential and talent. The lecturer has an important role in encouraging the students to develop their potential in order to facing competition globally. The students who are able to see and have an innovation about the situation will be very useful for themselves and the other people.

In this study, the researchers evaluated soft skill development program of Universitas Garut by system model approach. The students of Universitas Garut as an input have already given education and training by several activities such

as Student Orientation, Community Service, Character Building, Personality Development, Table Manner and other soft skill training.

Academic has big capacity to encourage students' soft skill in order to make the students having good soft skill. Academic has a role as an agent who can spread science, technology, and art. It also has a role as an agent who can develop students' soft skill in the society. The students as the input were given planned and scheduled education and training. In education and training, the students were given the comprehension of the importance of improving their interests and talents when they study in University, so by being giving direction and guidance by every participation of non-academic activity they can improve their soft skill such as improving thinking skills, learning skills, and living skills.

Soft skill development process in Universitas Garut was done by applying these steps: (1) Developing Competence; (2) Managing Emotion; (3) Moving Through Autonomy Toward Independence; (4) Developing Mature Interpersonal Relationship; (5) Establishing Identity; (6) Developing Purpose; (7) Developing Integrity. Then, Universitas Garut applied learning skill to make the students always be able to develop themselves by continuously learning process. Thinking skills were given to make the students be able to solve the problems in their daily life, and living skills were directed to the improvement of students' ability in adaptation of their daily life. In the improvement of learning skills, the students got learning technique, mind mapping, and reading technique. Thinking skills were focused on the improvement of students' ability in solving the problems and making decision. Living skills were more emphasized in several things such as self-management, vision building, communication technique, conflict management and time management.

The output of soft skill development activity was the expectation that students having life skills for themselves, their groups, and the society. The communication skill, emotional skill, language skill, grouping skill, having ethics and morals, politeness, and spiritual skill were the purpose of students' soft skill development is held. Therefore, knowledge and skill that have been mastered can bring welfare and comfort for themselves and their environment.

Based on the study result, it can be said that students' soft skill development that has been done by Universitas Garut have to be improved intensively, planned, and scheduled. It was given material by competent expert and evaluated every activity deeply because soft skill is much needed in their work environment, both in government and private company.

As stated in the research background, the result of this students' soft skill development evaluation study was analyzed by Quadruple Helix approach through the deep interview about Universitas Garut students' soft skill with four sectors such as: Academic, Government, Business, and Civil Society. For more clear explanation, the interview result was explained as follows:

A. Academic Sector

Based on the observation and interview result with the academic, it showed that soft skill development program done by Universitas Garut is started from Student Orientation, Community Service, Character Building, Personality Development, Table Manner and other soft skill training. The program has not improved students' soft skill ability. Students' soft skill ability was still low, especially about the discipline, independence, courage in expressing opinion, confidence, communication skill with the lecturer, teamwork that should be improved.

B. Government Sector

Based on the observation and interview result with several informants from the government showed that Universitas Garut students' soft skill have not shown their maximal ability in working. The result of this study showed that the communication, analytical ability, independence, critical thinking, self-management, motivation, commitment, logical argumentation, initiative, creativity and discipline of Universitas Garut students is still low and need to be improved. The soft skill of every University students is needed especially in their work environment.

C. Business Sector

The demand of work environment towards the criteria of workers candidate becomes getting higher. Work environment prioritize not only the high ability of academic (hard skill), but also the inherent value of people (soft skill). This ability can be said as non-technical ability that has a role as important as academic role. In the business sector, intrapersonal skill, interpersonal skill, leadership skills are needed to lead the developing business. Based on the result of observation and interview done by the researchers and the entrepreneur, it can be stated that Universitas Garut students' soft skill have not be mature. It was proved by the students working in private company or business who has not owned high competitiveness in their soft skill. The indicators are creative thinking, leadership skill, communication skill, negotiation skill, transforming character and time management.

D. Civil Society Sector

Based on the result of observation and interview with the society about Universitas Garut students' soft skill, it was found that the students have not had high soft skill especially in communication with the society, independence, critical thinking, self-management, motivation, commitment, logical argumentation, initiative, creativity and discipline. Students are pushed not only scientifically smart, but also having initiative and creativity. Besides, students' good attitude is the main thing that is assessed by the society. This assessment can be seen by lack of students' communication with the society in KKN activity. Moreover, university students are individualist nowadays. They just study at class. Just few students join the organization and activity related with conveying people aspirations. It makes the society assessment of student's soft skills are low. Whereas, by joining the organization, the soft skill of university students is trained well.

IV. CONCLUSION

Soft skill development of Universitas Garut students have been planned and scheduled through counselling, educating, and training under the Vice Rector for Students' affairs responsibility and academic supervisor. The result of soft skill development activity was analyzed with the quadruple helix approach. Based on the four factors, it can be concluded that the soft skill ability of Universitas Garut students still have to be improved especially the communication, independence, critical thinking, self-management, motivation, commitment, logical argumentation, initiative, creativity and discipline.

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