

ACQUIRING & SKILLING SOFT SKILLS: AN EMPERICAL STUDY WITH REFERENCE TO BHOPAL REGION

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ABSTRACT-

Purpose- The purpose of this paper is to examine the preparedness of people towards acquiring and understanding soft skills at workplace with special reference to Madhya Pradesh Region.

Design/ Methodology/ Approach- Data obtained from 119 respondents of Madhya Pradesh Region using snowball sampling method and Abductive approach were used. The data were analysed using percentage analysis and One-way Anova test has been applied to test the hypothesis.

Findings- Originality- As India is witnessing the lack of soft skills at workplace, this paper leads to better understanding of the level of soft skill they are skilling and acquiring at their workplace in terms of critical thinking skills, problems solving skills, leadership skills etc., which is the necessity of the hour with special reference to Madhya Pradesh Region.

Key Words- Skills, Soft Skills, Soft Skill Training, Acquiring, Critical Thinking, Problem Solving

INTRODUCTION-

These days, the term “soft skill” is used as a time umbrella that combines important skills and life skills, social gifts, energy, and morals. Moreover, it is an individual tendency that includes having a good day with others, having the option to run in a team, setting up and keeping up

with a skill in the workplace. Using a smooth subculture, the coping skills are accompanied by great skills, which are completed to perform the test. To achieve success in every set in life, gaining knowledge of soft skills is mandatory. The best with preparation, you will actually need to collect these skills. We will find the great difference between a man or a woman who is knowledgeable, capable, have a tendency to manage and someone who is inexperienced, incompetent, and untrained. without formal planning and the use of skills, the creation of skills transforms disappointment. More recently, all skilled people can fulfill their obligations and snatch the doors that might open. Skills often try to follow the advice in a person's ability to complete a set task with any specific task. It is shown in the same way when it comes to the skill to run a flawless business. Soft skills will enable people to fulfill their responsibilities, thereby developing human skills in a short period of time and in their own rhythm. It is still more likely to provide prescribed effects within a specified period of time. Soft skills are divided into leadership skills, social skill, personal skills, and life skills. Soft skills are skills required to complete the task.

Other the other hand, skills that include motivating others, making plans and administrative skills, developing corrective skills, and more. Social skills will cover a wide range of people, exchange skills, motivational skills, and more. Also, life skills include time management, teaching, honest work skills, and more. There are two types of skills set: soft skills and strong strengths. Smooth gifts are abstract as it includes the perspective of various people. all skills are not immediately linked to work. on the other hand, strong skills speak to a specific program of skills to complete a task. Excessive skills are an in-depth and rapid specialization of how a game is played, and gentle skills are important relationship skills that are important in fulfilling responsibilities. Soft skills are continually expressed as individual development with high level of integrity, integrity, positive thinking, conversational skills, and teamwork. All of the skills listed above may be acquired through debilitating exercise. There is a wide variety of skills between gentle and kind skills. deep skills are those gifts that are acquired in school through preparation will be measured by numerical expressions. Moreover, those skills may be taught at the same time. Difficult skills situations to know welding and plumbing techniques, control

of computer editing skills, bookkeeping, and other specialized skills. Skills, once acquired, remains a way of life for a long time. As an instance, they consider driving a car through going to the preparation areas. However, soft skills are important and feel fully supported, which equates to happiness.

LITERATURE REVIEW-

Engelberg in his 2015 book depicted the obtaining of interactive abilities or the abilities to comprehend and decipher relational connections. Perception distinguishes an assortment of non-social and interactive abilities, just as addressing abilities, listening abilities, relational abilities, critical thinking abilities, determination abilities, arrangement gifts, and then some. Instances of individual abilities and excitement for perusing, dreaming, and altering are likewise talked about top to bottom.

Greece in its 2014 test depicted delicate abilities because of the requirement for solid gifts to keep itself created and created in the evolving times. Those capacities are firmly connected with the brain and the heart. simultaneously as this might be genuine, solid abilities permit him to branch out and seek after his aspirations to turn into a designer, an instructor, a scholar, an analyst, and a human researcher. smooth abilities that empower the person to freely go too far of orientation. Daniel Goleman, with the assistance of drawing, explains the importance of human abilities and relational abilities. The image truly implies that every individual is answerable for their own behaviour. specifically, consideration and individual outcomes are interwoven. parent 1 shows an image of delicate abilities.

Ciappei in his mid-2015 review depicted a large portion of the mysterious advancement of a man or a lady affirming his abilities. docility like equity, fortitude, boldness, and resilience is forever eliminated from the ethical sense. a portion of these extraordinary propensities at some point or another foster ability. Also, scholarly exploration separates smooth abilities like business abilities and specialized abilities. Enterprising soft skills, additionally called authority abilities, centre around abilities, for example, hazard taking, inspiration and inspiration,

development, and the executive's skills. Essentially, specialized abilities permit an individual to satisfy different commitments within a set timeframe.

Nobel Prize champ James Heckman concocted a basic meaning of smooth abilities, and proceeded to say: "Delicate abilities anticipate achievement in a lifestyle." He observed that there was an unending discussion between delicate abilities and individual achievement. hence, numerous instructive and instructive organizations need to run more scholarly classes with smooth abilities. In nations like Europe, numerous endeavours to master abilities have been sent off and it has been observed that local area abilities are partitioned into individual and social associations. In all callings, the 'tuning' work partitions smooth abilities into three classifications, specifically, Social, Music, and System. Different exercises have likewise endeavoured to catch the necessary range of abilities later on. numerous current positions require specialized/educational abilities and delicate abilities to perform allotted undertakings. One of the subjects endeavoured to foster basic soft skills that incorporate conversational abilities, direction, inspiration, the board abilities, cooperation abilities, inventive abilities, critical thinking abilities, time usage abilities, and stress the executive's abilities. Moreover, the significant delicate abilities required for an educator in the current age are likewise broadly examined. Through smooth abilities, educators can make excellence fun, educational and motivating. To draw in understudies with current procedures, educators should utilize all delicate skills like changing tone or manner of speaking where required, making outlines naturally, and that's just the beginning. Thus, the instructor set the model in the top-notch of insight. Numerous understudies can exchange their lives assuming a mentor can bring understudies to prevail up in their lives. It would likewise be more straightforward for instructors to work with their understudies in the appreciation stage. In any case, information on delicate skills permits them to be valid and moving, moving pioneers.

RESEARCH METHODOLOGY-

- a. **Objective-** The following is the objective for conducting the study;
- To access the level of understanding of people regarding soft skill at Madhya Pradesh Region.
 - To know the level of preparation of people with reference to acquiring and practicing soft skills at workplace.

b) Research Approach and method- The present research is based on **Abductive Approach**. The type of research is empirical and research design is descriptive in which cross-sectional has been taken from Madhya Pradesh Region. For the purpose of collecting primary data, online survey method was used as observing the covid-19 pandemic situation. A well-structured and self-developed questionnaire was prepared based on attitudinal scale. Snowball sampling technique was used to collect the data. Sample size was of 150 participants while data was collected from 119 respondents.

Further to check the difference among the respondent's understanding towards soft skills on the basis of gender. Below mentioned hypothesis was developed.

H₀=There is no significant difference among the respondents towards the understanding of soft skills on the basis of their Age.

H₁= There is no significant difference among the respondents towards the understanding of soft skills on the basis of their qualification.

Data Analysis Method- Data has been interpreted by calculating frequency, percentage analysis and Anova Test.

c. Limitations of the study –

- i. The study is restricted to the small sample size. Therefore, the results of the study cannot be generalized.
- ii. The statistical tool used to analyse the data have their own limitations.

DATA ANALYSIS AND INTERPRETATION

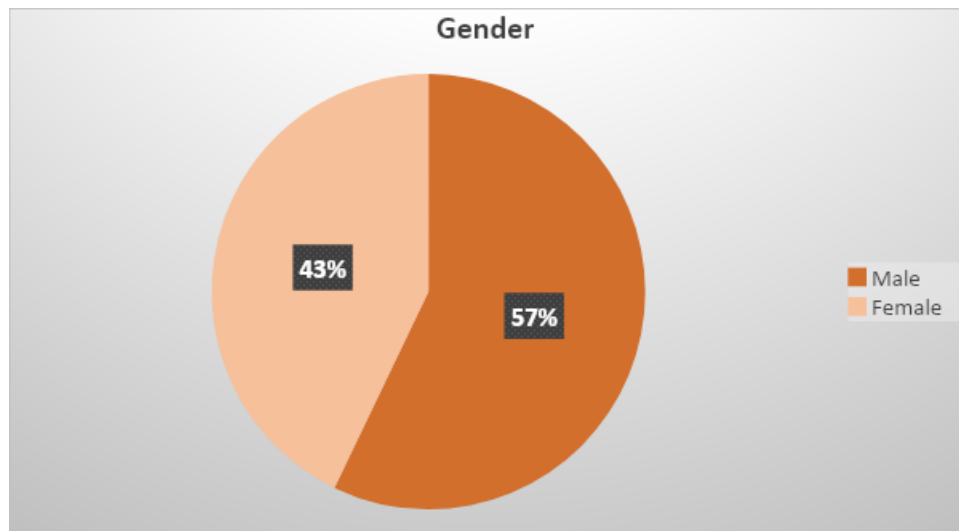
DESCRIPTIVE ANALYSIS-



Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	68	57.1	57.1	57.1
	Female	51	42.9	42.9	100.0
	Total	119	100.0	100.0	

TABLE 4.1



GRAPH 4.1

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants were Male i.e., 57.1% and rest 51% are female.

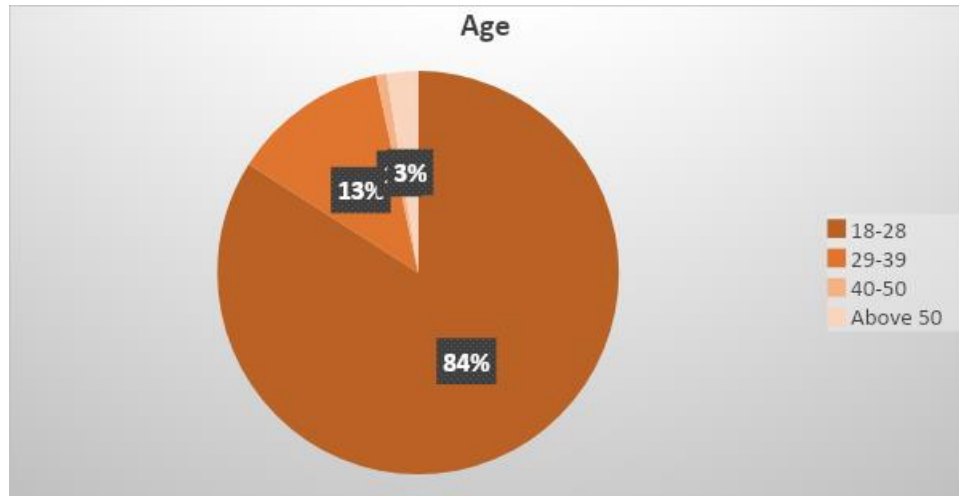
Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-28	100	84.0	84.0	84.0
	29-39	15	12.6	12.6	96.6
	40-50	1	.8	.8	97.5



Above 50	3	2.5	2.5	100.0
Total	119	100.0	100.0	

TABLE 4.2



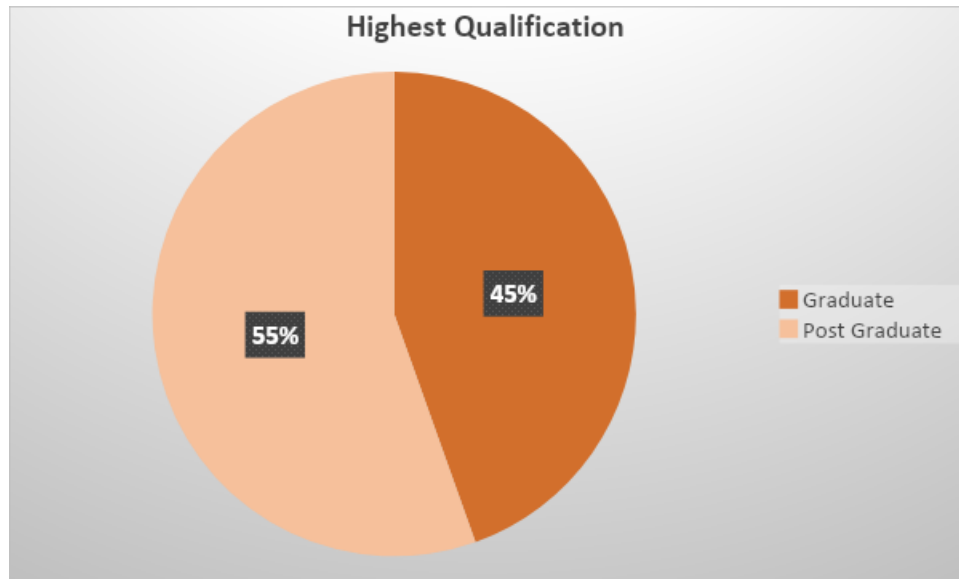
GRAPH 4.2

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 84.4% were from the age-group of 18-28 followed by this 12.6% were from 29-39 and 0.8% were from 40-50 and rest 2.5% respondents were above 50 years of age.

Highest Qualification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Graduate	53	44.5	44.5	44.5
	Post Graduate	66	55.5	55.5	100.0
	Total	119	100.0	100.0	

TABLE 4.3



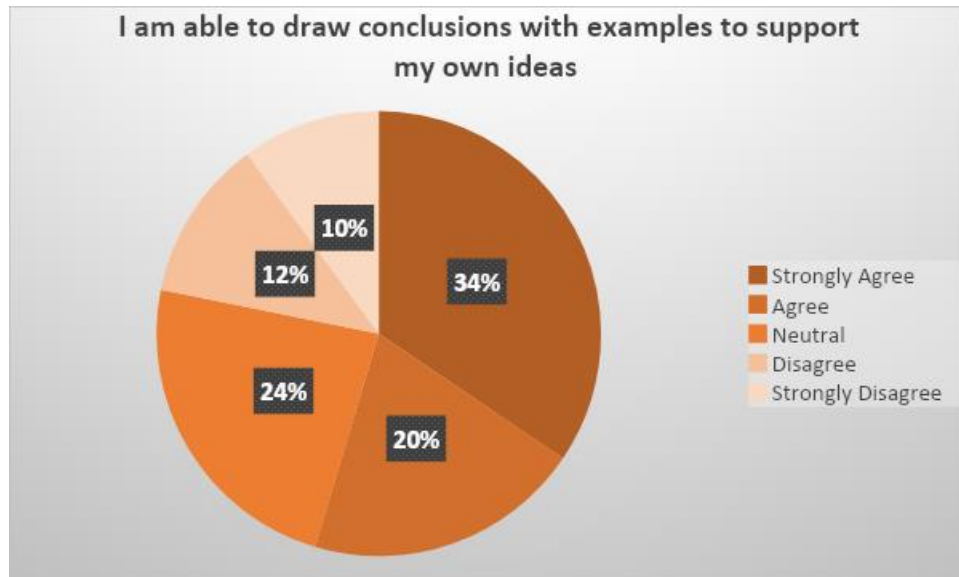
GRAPH 4.3

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 55.5% respondents were having post graduate as their highest qualification. Whilst 44.5% respondents were having graduate as their highest qualification.

I am able to draw conclusions with examples to support my own ideas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	41	34.5	34.5	34.5
	Agree	24	20.2	20.2	54.6
	Neutral	28	23.5	23.5	78.2
	Disagree	14	11.8	11.8	89.9
	Strongly Disagree	12	10.1	10.1	100.0
	Total	119	100.0	100.0	

TABLE 4.4



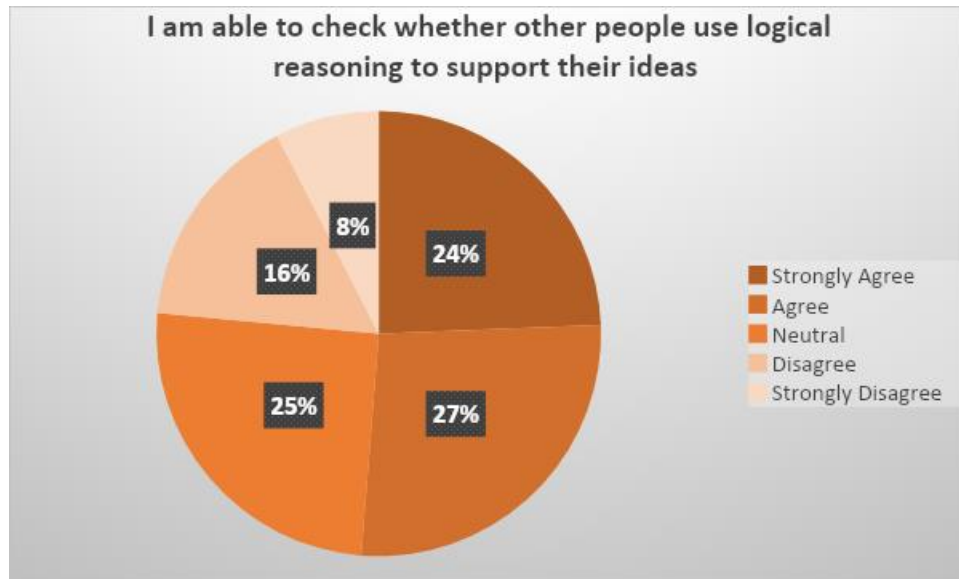
GRAPH 4.4

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 34.5% respondents were strongly agreed and 20.2% respondents were agreed the fact that “I am able to draw conclusions with examples to support my own ideas”. Followed by this 11.8% respondents were disagreed and 10.1% respondents were strongly disagreed with the same fact. Whilst 23.5% respondents were not even clear with their thought-process.

I am able to check whether other people use logical reasoning to support their ideas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	29	24.4	24.4	24.4
	Agree	32	26.9	26.9	51.3
	Neutral	30	25.2	25.2	76.5
	Disagree	19	16.0	16.0	92.4
	Strongly Disagree	9	7.6	7.6	100.0
	Total	119	100.0	100.0	

TABLE 4.5



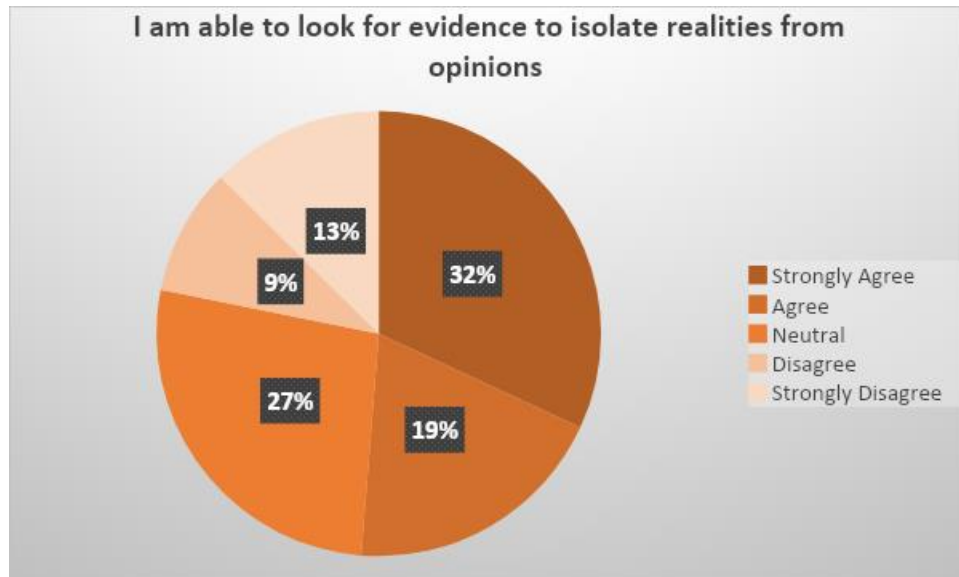
GRAPH 4.5

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 24.4% respondents were strongly agreed and 26.9% respondents were agreed the fact that “I am able to check whether other people use logical reasoning to support their ideas”. Followed by this 16% respondents were disagreed and 7.6% respondents were strongly disagreed with the same fact. Whilst 25.2% respondents were not even clear with their thought-process.

I am able to look for evidence to isolate realities from opinions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	38	31.9	31.9	31.9
	Agree	23	19.3	19.3	51.3
	Neutral	32	26.9	26.9	78.2
	Disagree	11	9.2	9.2	87.4
	Strongly Disagree	15	12.6	12.6	100.0
	Total	119	100.0	100.0	

TABLE 4.6



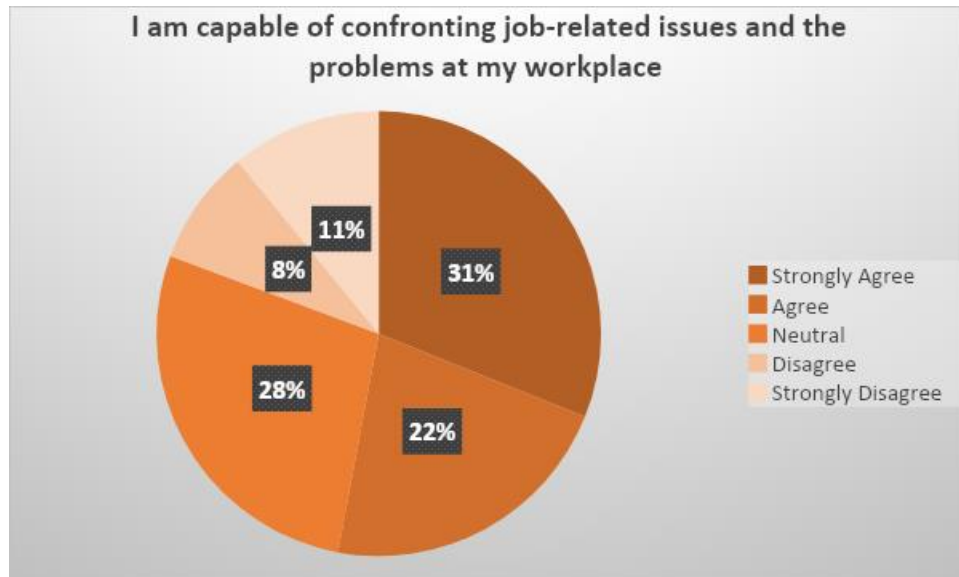
GRAPH 4.6

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 31.9% respondents were strongly agreed and 19.3% respondents were agreed the fact that “I am able to look for evidences to isolate realities from opinions”. Followed by this 9.2% respondents were disagreed and 12.6% respondents were strongly disagreed with the same fact. Whilst 26.9% respondents were not even clear with their thought-process.

I am capable of confronting job-related issues and the problems at my workplace

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	37	31.1	31.1	31.1
	Agree	26	21.8	21.8	52.9
	Neutral	33	27.7	27.7	80.7
	Disagree	10	8.4	8.4	89.1
	Strongly Disagree	13	10.9	10.9	100.0
	Total	119	100.0	100.0	

TABLE 4.7



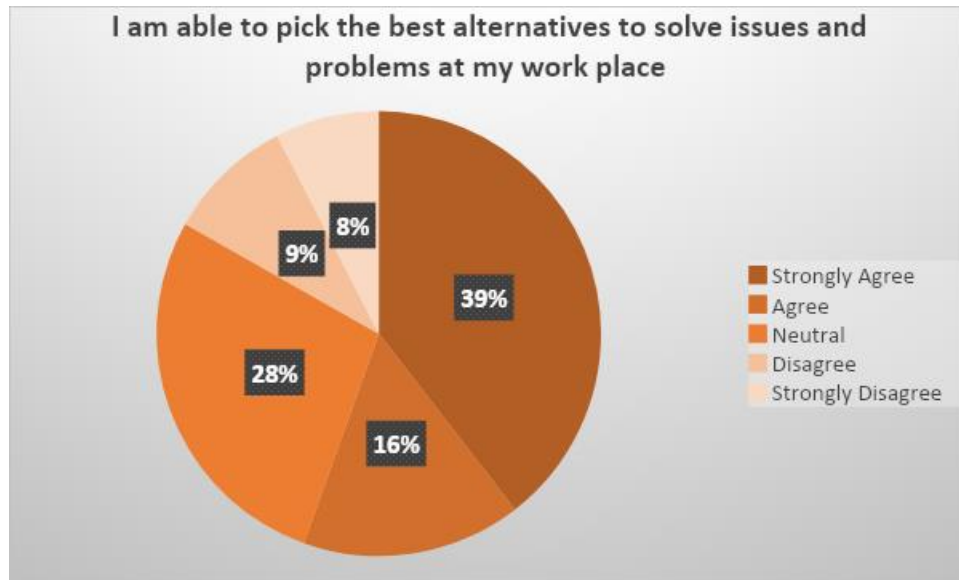
GRAPH 4.7

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 31.1% respondents were strongly agreed and 21.8% respondents were agreed the fact that “I am capable of confronting job-related issues and problems at my workplace”. Followed by this 8.4% respondents were disagreed and 10.9% respondents were strongly disagreed with the same fact. Whilst 27.7% respondents were not even clear with their thought-process.

I am able to pick the best alternatives to solve issues and problems at my work place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	47	39.5	39.5	39.5
	Agree	19	16.0	16.0	55.5
	Neutral	33	27.7	27.7	83.2
	Disagree	11	9.2	9.2	92.4
	Strongly Disagree	9	7.6	7.6	100.0
	Total	119	100.0	100.0	

TABLE 4.8



GRAPH 4.8

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 39.5% respondents were strongly agreed and 16% respondents were agreed the fact that “I am able to pick the best alternatives to solve issues and problems at my workplace”. Followed by this 9.2% respondents were disagreed and 7.6% respondents were strongly disagreed with the same fact. Whilst 27.7% respondents were not even clear with their thought-process.

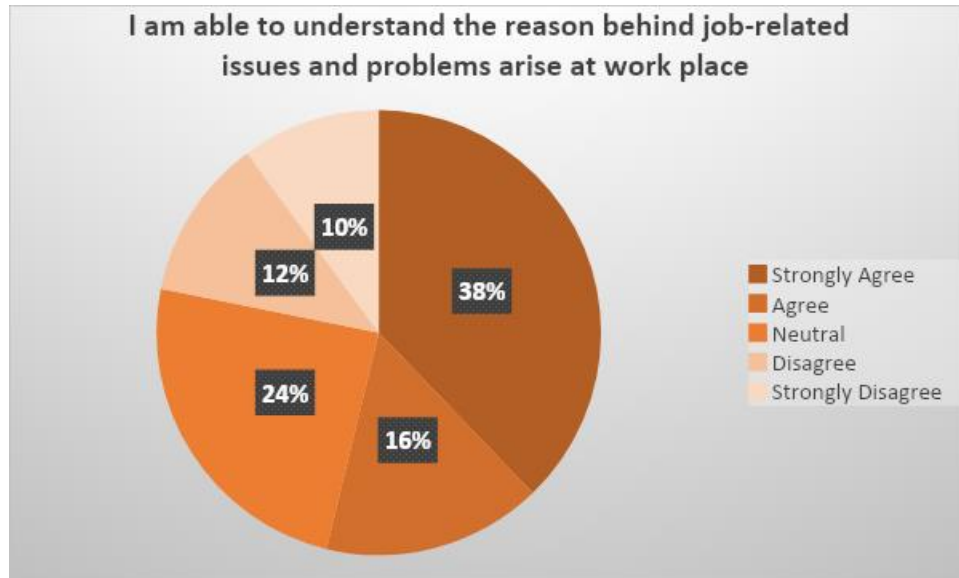
I am able to understand the reason behind job-related issues and problems arise at work place

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	45	37.8	37.8	37.8
	Agree	19	16.0	16.0	53.8
	Neutral	29	24.4	24.4	78.2
	Disagree	14	11.8	11.8	89.9
	Strongly Disagree	12	10.1	10.1	100.0



Total	119	100.0	100.0	
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TABLE 4.9



GRAPH 4.9

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 37.8% respondents were strongly agreed and 16% respondents were agreed the fact that “I am able to understand the reason behind the job-related issues and problems arise at my workplace”. Followed by this 11.8% respondents were disagreed and 10.1% respondents were strongly disagreed with the same fact. Whilst 24.4% respondents were not even clear with their thought-process.

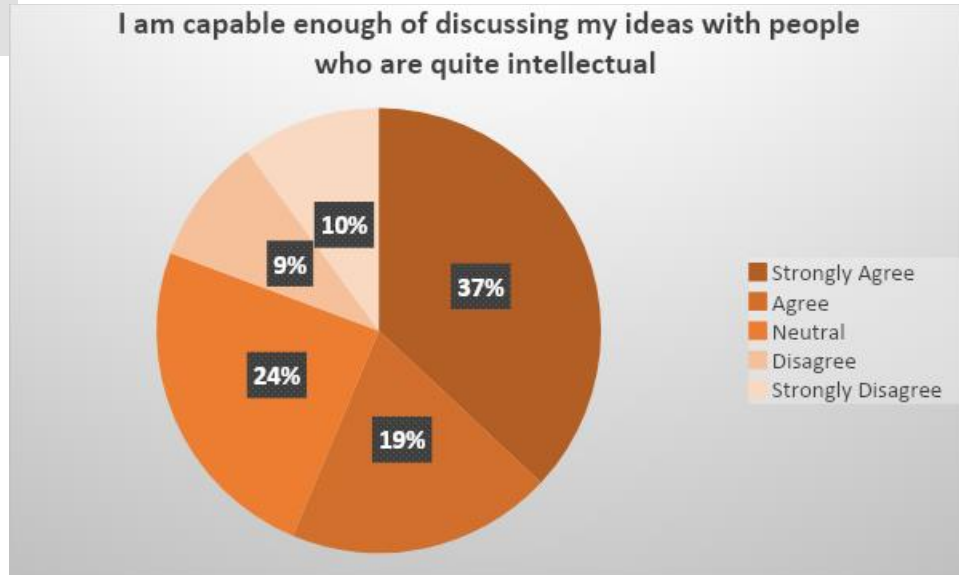
I am capable enough of discussing my ideas with people who are quite intellectual

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	44	37.0	37.0	37.0
	Agree	23	19.3	19.3	56.3
	Neutral	29	24.4	24.4	80.7



Disagree	11	9.2	9.2	89.9
Strongly Disagree	12	10.1	10.1	100.0
Total	119	100.0	100.0	

TABLE 4.10



GRAPH 4.10

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 37% respondents were strongly agreed and 19.3% respondents were agreed the fact that “I am capable enough of discussing my ideas with people who are quite intellectual”. Followed by this 9.2% respondents were disagreed and 10.1% respondents were strongly disagreed with the same fact. Whilst 24.4% respondents were not even clear with their thought-process.

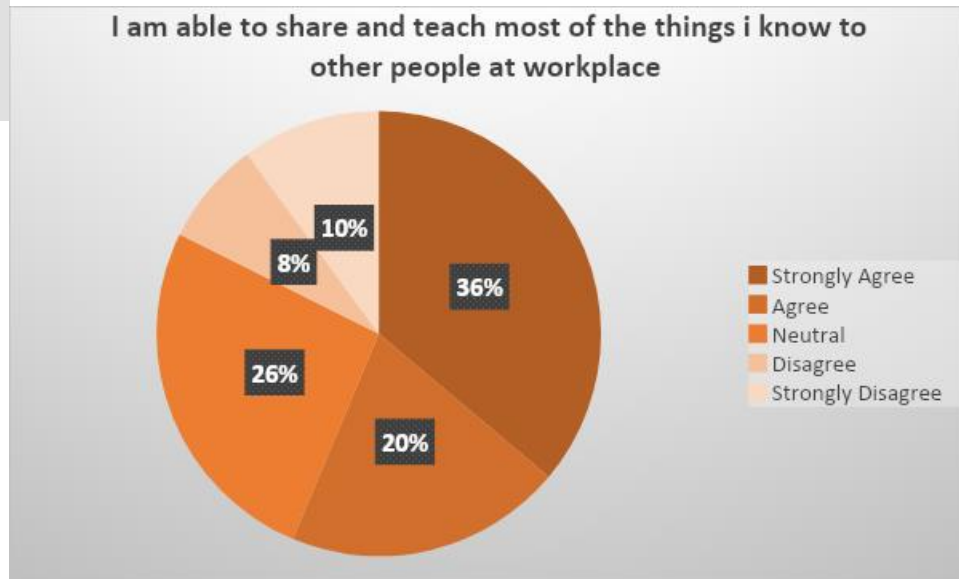
I am able to share and teach most of the things i know to other people at workplace

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	43	36.1	36.1	36.1
	Agree	24	20.2	20.2	56.3



Neutral	31	26.1	26.1	82.4
Disagree	9	7.6	7.6	89.9
Strongly Disagree	12	10.1	10.1	100.0
Total	119	100.0	100.0	

TABLE 4.11



GRAPH 4.11

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 36.1% respondents were strongly agreed and 20.2% respondents were agreed the fact that “I am able to share and teach most of the things I know to other people at workplace”. Followed by this 7.6% respondents were disagreed and 10.1% respondents were strongly disagreed with the same fact. Whilst 26.1% respondents were not even clear with their thought-process.

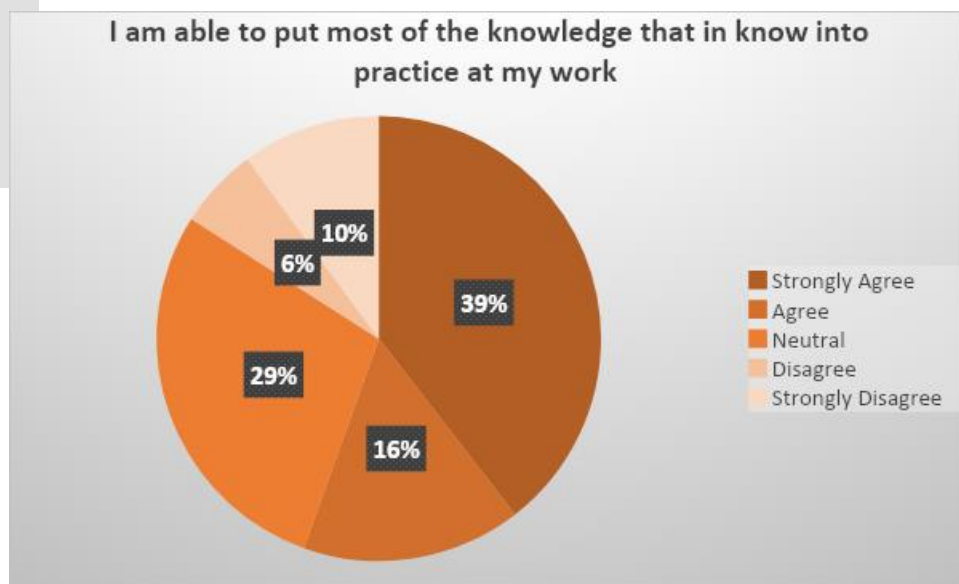
I am able to put most of the knowledge that in know into practice at my work

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	47	39.5	39.5	39.5



Agree	19	16.0	16.0	55.5
Neutral	34	28.6	28.6	84.0
Disagree	7	5.9	5.9	89.9
Strongly Disagree	12	10.1	10.1	100.0
Total	119	100.0	100.0	

TABLE 4.12



GRAPH 4.12

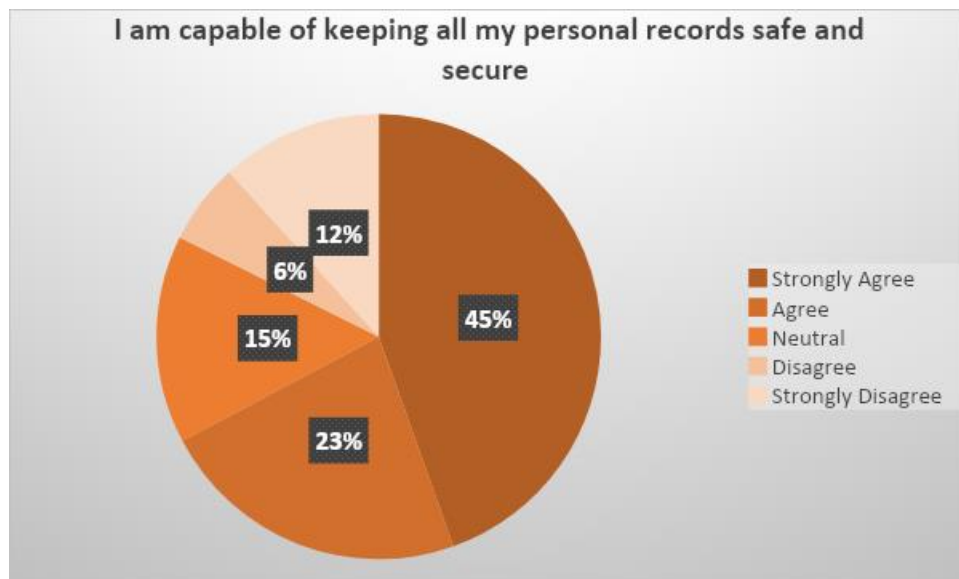
EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 39.5% respondents were strongly agreed and 16% respondents were agreed the fact that “I am able to put most of the knowledge that in know into practice at my work”. Followed by this 5.9% respondents were disagreed and 10.1% respondents were strongly disagreed with the same fact. Whilst 28.6% respondents were not even clear with their thought-process.

I am capable of keeping all my personal records safe and secure

Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Strongly Agree	53	44.5	44.5	44.5
	Agree	27	22.7	22.7	67.2
	Neutral	18	15.1	15.1	82.4
	Disagree	7	5.9	5.9	88.2
	Strongly Disagree	14	11.8	11.8	100.0
	Total	119	100.0	100.0	

TABLE 4.13



GRAPH 4.13

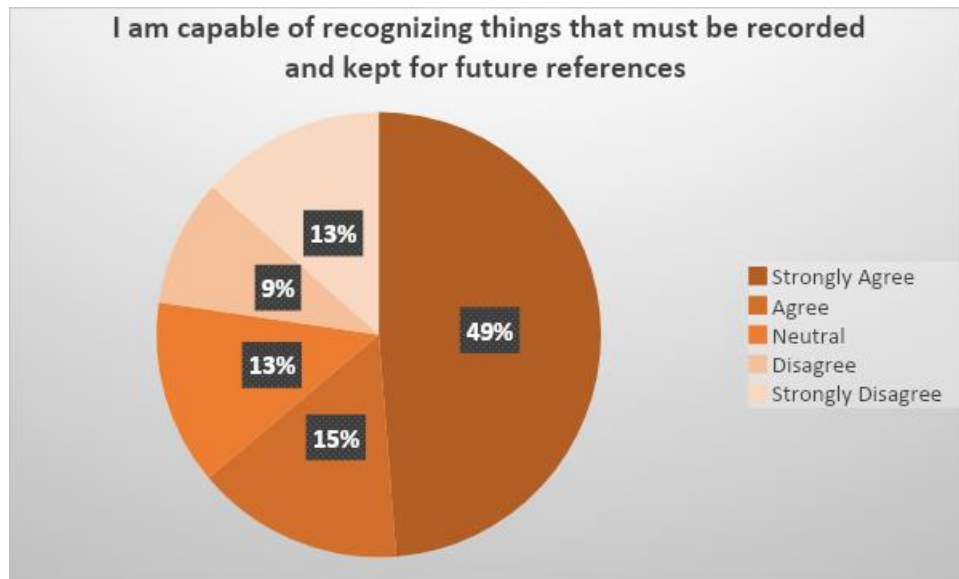
EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 44.5% respondents were strongly agreed and 22.7% respondents were agreed the fact that “I am capable of keeping all my personal records safe and secure”. Followed by this 5.9% respondents were disagreed and 11.8% respondents were strongly disagreed with the same fact. Whilst 15.1% respondents were not even clear with their thought-process.

I am capable of recognizing things that must be recorded and kept for future references



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	58	48.7	48.7	48.7
	Agree	18	15.1	15.1	63.9
	Neutral	16	13.4	13.4	77.3
	Disagree	11	9.2	9.2	86.6
	Strongly Disagree	16	13.4	13.4	100.0
	Total	119	100.0	100.0	

TABLE 4.14



GRAPH 4.14

EXPLANATION- From the above table and graph it has been found that out of overall respondents i.e., 119 participated in the study, majority of the participants i.e., 48.7% respondents were strongly agreed and 15.1% respondents were agreed the fact that “I am capable of recognizing things that must be recorded and kept for future references”. Followed by this 9.2% respondents were disagreed and 13.4% respondents were strongly disagreed with the same fact. Whilst 13.4% respondents were not even clear with their thought-process.

ONE-WAY ANOVA-

ANOVA

Age

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.751	1	1.751	5.311	.023
Within Groups	38.569	117	.330		
Total	40.319	118			

Further to test the hypothesis, One-Way Anova Test have been applied. Since, the P value is .023 which is less than 0.05 indicates that there is a significance difference towards the understanding of soft skills on the basis of their Qualification.

ANOVA

Highest Qualification

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.672	3	.891	3.832	.012
Within Groups	26.723	115	.232		
Total	29.395	118			

Further to test the hypothesis, One-Way Anova Test have been applied. Since, the P value is .012 which is less than 0.05 indicates that there is a significance difference towards the understanding of soft skills on the basis of their Qualification.

CONCLUSION-

This study aims to investigate how respondents are better prepared and the skills acquired and practiced. This also examines what soft skills mean for employees in the workplace and how

these respondents feel and think about their level of preparation by referring to soft skills. Based on the findings of this experimental study, it was found that the majority of respondents acquired soft skills that reached specific strengths as the average number of each soft skill category was above average. However, there are a few skills that need to be developed and acquired especially those related to lifelong learning.

It was concluded that the majority of respondents strongly agreed that acquiring and learning soft skills is essential for success in their professional career. Most respondents saw soft skills such as critical thinking, problem solving, lifelong learning and knowledge management as additional benefits that lead them to become better employees in the future. They agreed that soft skills need to be trained and therefore soft skills aspects should be focused.

One of the respondents said that soft skills are very important in the workplace especially when it comes to interacting with people and responding to others and this is supported by Rains bury, Hodges, Burchell & Lay, 2002.

Overall, this study has shown that there are different levels of readiness among the respondents results in the lack of 'soft skills' by the respondents of Bhopal Region.

It is found that there is some difference among the respondents towards the understanding of soft skills on the basis of their age and qualification.

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