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Effective Communication Teamwork and Leadership with Soft Skills

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ABSTRACT

There are still very limited studies in proving effective communication, teamwork and leadership that can contribute toward one's soft skills in the context of Malaysian students. This research also to study the relationship between effective communication, teamwork and leadership with soft skills of the teenagers in Kuala Lumpur. This study applied the Theory of Traits as the main theory to further strengthen the relationship between each variable. Quantitative methods were applied in this study and data were collected through the distribution of questionnaires to 250 respondents among teenagers in Kuala Lumpur. The findings showed a significant relationship between effective communication, teamwork, leadership and soft skills to participation students. Hence, this study contributes to the field of communication through the establishment of a more comprehensive variables related to soft skills.

Keywords: Effective communication, Teamwork, Leadership, Soft Skills.

1. INTRODUCTION

Soft skills are character traits and interpersonal skills that characterize a person's relationship with other people. In workplace soft skills can be considered to be complement to hard skills. Skills can be related to one's personal attributes and soft skills are sort into various types such as effective communication, team work, problem solving, leadership, decision making, conflict resolution, positive attitudes and creativity (Kang & Jin, 2015; Luthra *et al.,* 2015).

According to Hasanaj (2017), soft skills covered wide spectrum of personal traits and abilities and it also can be define as how an individual react or interact in daily lives, at workplace, and how effectives the communication skills or soft skills with one another. In education institution system, students only learn about basic knowledge of certain subjects which they get from materials that prepared by the lecturers. Students were taught on how to get good grades instead good soft skills.

According to Bernd and Schulz (2008) soft skills are shaping human being's personality. Any educator dream is that graduates especially from tertiary education institutions, balanced, rounded off education. However, this characteristic reflected in soft skills, not hard skills. In this case, soft skills play vital roles in individual lives.

According to Paow *et al.,* (2006) poor soft skills create a negative impression with employees during the recruitment phase and may exclude a graduate with good technical skills from being selected for employment. After all, nearly every job requires employees to engage with others in some way.

Therefore, being able to interact well with others is important in any specific of job. Soft skills are particularly important in customer-based jobs. These employees will typically be in direct contact with customers. It takes a number of soft skills to be able to listen to a customer and provide that customer with helpful and polite service (Manxhari, 2017).

Soft skills is something that people learn naturally, it cannot be learned from education institution system. In every education system, student tends to focus getting good grades and maintain the good pointer. Students only learn about basic knowledge based on material that prepared by the institution (Raihana, 2012). This study aimed to determine whether soft skills give an impact toward the students in pursuing their job application. Nowadays, soft skills are important to the success of almost all employers. Therefore, the aim of this study are:

a) To study the relationship between effective communication skills with soft skills of the students.
b) To study the relationship between team work effect with soft skill of the students.
c) To study the relationship between leadership in soft skill effect with the students.

2.   METHODOLOGY

To achieve the research objectives, this research adopted a quantitative approach, which it provides the researcher the ability to use the targeted group of people that symbolize the larger group. According to Mujis (2004), quantitative research is explaining phenomena by collecting numerical data that are analyses using mathematically based methods.

The benefits of quantitative design, researchers usually follow the deductive approach. In this research paper, adopted the survey as the main purpose is to test the hypotheses and emphasize the casualty effects by adopting the theory for the study. The result can be study by focusing on the relationship between the Independent Variable (IV) and Dependent Variable (DV).

According to Krejcie and Morgan (1970) increasing demand for research has created a need for efficient method of determining the sample size needed to be representative of a given population. Sampling is a process used in statically analysis and the predetermined number of observation are taken from a larger population. The type of sampling technique been used is simple random sampling which every member of the population presumably has an equal chance of being selected. The researcher list down the respondents which the population is teenagers at Kolej Universiti Kuala Lumpur in total of 3,618 students and the total amount sampling is 400 students. Based on Krejcie and Morgan (1970) table for determining the sample size from a given population. If the population is 400, the sample that should be choosen by researcher is 196.

3.   ANALYSIS OF RESULTS

3.1 Frequency of Respondents

This sub topic discussed about frequency of the respondents are participated in this study for pilot test. Table 1 shown that 124 (49.6%) of the respondents were male respondents while another 124 (49.6%) respondents were female respondents. For the age category, 11 (4.4%) of the respondents were aged between 18 and 20 years. Next, 89 (35.6%) of the respondents were aged between 20 and 22 years. Next, 145 (58.0%) of the respondents were aged between 22 and 25 years. Next, 5 (2.0%) of the respondents were aged 25 than 27 years old.

Table 1 Frequency of respondent

Demography factors		n	%
Gender			
i)	Male	124	49.6
ii)	Female	124	49.6
Age			
i)	18 - 20 years old	11	4.4
ii)	20 - 22 years old	89	35.6
iii)	22 - 25 years old	145	58.0
iv)	25 - 27 years old	5	.0

3.2 Instruments Reliability Analysis

To examine the reliability of the instrument, this study used Cronbach's alpha values that can measure the internal consistency of the instruments used for the purpose of this study. This study involves four variables namely the soft skills, the effective of communication, the teamwork, and leadership. Table 2 shown that the soft skills show α = .966. Next is related the effective of communication variable, the alpha value of this variable shows α = .845. Also discussed are variables of teamwork. The alpha value of this variable shows α = .870. The last variable is related to leadership. The alpha value of this variable was α = .900. Overall, the value of the Cronbach's alpha is acceptable for purpose of this study.

Table 2 Cronbach's Alpha

Variable	Items	α
1. Soft skills	13	.966
2. Effective communication	11	.845
3. Teamwork	10	.870
4. Leadership	16	.900

3.3 Hypothesis Testing

This part discussed on hypothesis testing as below: 4.5.1 Hypothesis 1: (There is a relationship between effective communication with soft skills) Hypothesis 1 are discussed on relationship between effective communication and soft skills. Table 3 shown that there is relationship between soft skills and effective communication. It showed that the effective communication affect soft skills this it give the ability to give great presentation and communicate effectively. Therefore, the hypothesis is failed to reject.

Table 3 Relationship between Effective communication and soft skills

Effective communication	Soft skills
r	.699**
n	250
p	0.01

r significant at 0.01**

Hypothesis 2 are discussed on relationship between teamwork and soft skills. Table 4 shown that there is the relationship between teamwork and soft skills. It showed teamwork affect soft skills and it can lead towards common goal of success. Therefore, the hypotheses is failed to reject.

Table 4 Relationship between Teamwork and Soft skills

Teamwork	Soft skills
r	.707**
n	250
p	0.01

r significant at 0.01**

Hypothesis 3 are discussed on relationship between leadership and soft skills. Table 5 shown that there is the relationship leadership and soft skills. It showed that leadership affect soft skills this is because most of the leadership can shape individual soft skills and help individual to lead group of people achieving their goals. Therefore, the hypotheses is failed to reject.

Table 5 Relationship between Leadership and the Soft Skills

Leadership	Soft skills
r	.699**
n	250
p	0.01

r significant at 0.01**

4. DISCUSSIONS

4.1 Objective 1: To identify the relationship between effective communication skills and soft skills

Based on the finding, this research is success to achieve objective of the research. First objective is this study are examining the relationship between effective communication and soft skills. The hypothesis is showed that the effective communication affects soft skills this it gives the ability to give great presentation and communicate effectively. Based on findings, researcher found that effective communication can contribute to individual growth especially one's soft skills. According to Kumar (2009) and Mohamad Idham Hj et al (2019), personal growth of an individual soft skills is one of the important components. To support this research, Sharma (2014) stated communication is a basic medium for every person to communicate with each other and it can be in verbal or nonverbal communication. There are three main reasons result from the relationship between effective Communication and soft skills, firstly there are numerous factors that contribute to soft skills and effective communication one of the factors. Second, skills such as collaborating with others, presenting ideas and communicating with team members are highly valued in the current workplace. Thirdly, strong soft skills can ensure a productive, successfulness and professional work environment. All these vital attributes can help increase the performance not only for individual or student itself but for future preparation in industry (Hasanaj, 2017).

4.2 Objective 2: To identify the relationship between teamwork and soft skills

This research is success to achieve objective of the research The second objective is this research are examining the relationship between teamwork and soft skills. Also, the hypothesis it showed teamwork affect soft skills and it can lead towards common goal of success. Based on the findings, researcher discover that teamwork related with soft skills due to few factors that lead to soft skill. In most industry or workplace, technical skills alone are not enough to be effective (Salleh, 2010; Sanyal et al, 2018). Without any teamwork, the organization of the company would not be functional In this research, student require to learn and earn the basic skills of teamwork as it would help them in future workplace. Secondly, in current workplace they looking for candidate

that shows the quality of how they work together as a team. Some interview in group, they will given a task to solve together and will be judge based on their teamwork in finding solution for the task given (Mestterova, 2015; Hasanaj, 2017). Thirdly, students need to have the teamwork skills as it can ensure them to survive and achieve the organization objective.

4.3 Objective 3: To identify the relationship between leadership and soft skills

The third objective of this research are to examine the relationship between leadership and soft skills. This research success to achieve objective of the research. Also the hypothesis It showed that leadership affect soft skills this is because most of the leadership can shape individual soft skills and help individual to lead group of people achieving their goals. Based on the findings, researcher found that leadership related with soft skills based on factors that contribute to soft skill. Leadership can accelerate the functioning of an organization. A leader can inspire the entire members by thought, action and how the individual lead. Leader must have an honest and mutual understanding among his followers. As leader, they need to delegating the task, communicate with their subordinate, trustworthiness and have positive impact toward others. Thus, students need to learn the leadership skills as preparation for their future workplace. These findings are similar with the past research such as Rashad (2015), Jun Hao (2015), Atkinson (2015) and Kennedy (2000). The past research are found that there is a relationship between leadership and soft skills.

5. CONCLUSION

On this research found that soft skills are important like any knowledge offer in any education institution around the world. Acquiring soft skills can securing position in workplace and enhance daily communication activity. There are various types of factors can lead to soft skills such as effective communication, teamwork, problem solving, leadership, decision making, conflict resolution, crisis management, positive attitudes and including creativity. Soft skills cover wide factors of one's life, it defines on how an individual react and interact with others in their daily basis and it also show how effective individual that obtaining the soft skills. In this research, it help more understanding the usage of soft skills rather than hard skills and the effectiveness toward the students especially Malaysian's student.

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