

Chapter Two

Literature Review

This chapter provides theories which support the research. The theories stated are from experts which are relevant to the topic. The relevant theories from experts are divided into several parts. There are four parts discussed in this chapter. Those are organization, soft skill and benefits of joining organization. In the first part, it discusses definition of organization. Definition of soft skills are followed by types of soft-skill in the next part. Then, the following part is about benefits of joining organization. The last part of this chapter is the conceptual framework.

Definition of Organization

There are some of theories which define organization. Based on Oxford Dictionary, organization is the method or the way in which the parts of it organized. Koontz and O'Donnell (1955) explained that organizing includes the establishment of a structure which traits them to manage or organize something. Haimann (2013) viewed that organizing is the step of outlining and grouping the activities of the creativity and building the authority relationships among them. Collaterally, with previous definition. Bedeian and Zamnuto (2000) stated that organizations can also be considered as “social entities that are goal directed. In other definition, organization is a social activity that has purpose to reach the goals (Buchanan & Huczsky, 2008).

Definition of Soft Skill

Soft skills are personal abilities, or the level of a person that sets them apart from other individuals who may have same experiences and abilities (Perrault 2004).

According to Kechagias (2011), soft skills are categorized as Intra and Interpersonal skills (socio-emotional) which are essential for personal development, social participation and workplace success. Vijayalakshmi (2016) said that “generally speaking, ‘soft skills’ is a term related to a collection of personal, positive attributes and competencies that enhance a person’s relationships, job performance and value to the market. Soft skills include one’s ability to listen well, communicate effectively, approach positively, handle conflict, take responsibility, show respect, build trust, work well with others, manage time effectively, accept criticism, work under pressure, amiable to others and demonstrate good manners” (p, 2)

Baker (2008) mentioned that soft skills are the scope of overall education skills that are not territory, which include skills of problem solving skills, conceptual, analytical and critical skills, and communication skills. Heyes (2006) stated differently that soft skills connect to plan goals used in direct contacts in order to bring about a preferred state of affairs. In line with Hayes, Kalus (2006) stated that these are non-technical behaviors needed for successful career direction.

In the other hand, there is different definition of soft skill. Kajnc and Svetlicic (2006) stated that soft knowledge is imperceptible science, which is difficult to count, categorize, and accumulation, because it connects to personal individualities. Personal characteristics, optimism and friendliness are the types of soft skills. Soft skills may be viewed as interpersonal skills the communication and needed to extract the processes that are performed by different participants, that need to be achieved through discussion with stakeholders (Jeyaraj, 2010). In line with the previous

statements, Joseph (2010) stated that soft skills are interpersonal skills, intra-personal, and managerial that those are expended to resolve problems.

Schluz (2008) stated that soft skills refer to personality characters, social graces, personal habits, friendliness, and optimism. Boyce et al (2001) claimed that soft skills are the scope of overall education skills that are not territory, which include, skills of problem solving skills, conceptual, analytical and critical skills, and communication skills

Soft – skills Benefited from Joining Organization

Joining organization has positive development of leadership and problem solving management. Joining also organization gives improving interpersonal skill, practical competence, cognitive difficulty, and humanitarianism (Baker, 2007). Burns (1978) stated that by participating in students' organization, they can trait their productivity to reach the goals of their community. In other definition, joining organization will develop their tolerance and acknowledgement to other people (Abrahamovic, 2006). Joining organization increases their self-confidence (Hood, 2006). Conversely, a more recent study found no statistically significant relationship between involvement in extracurricular activities and the development of mature interpersonal and personal relationships (Martin, 2000).

The organization provides young people a chance to act something valuable, to excel in what they act, to gain appreciation for what they act, to be provided responsibility, and to learn to be self- sufficient and deal with team work and discipline (Weaver, 2005).

Soft - skills improvement

After being active in organization, the students will have improvements for their soft – skills. Those are:

Teamwork. Joining organization will deal with people and target. Relevant to this statement, McGraw (2000) stated that joining organization or group activity, the members will work together to accomplish a goal. Therefore, joining organization will deal with teamwork and will train the members to sharpen their soft – skills.

Critical thinking. Dealing with organization will deal with a lot of ideas. In organization, the members will share their opinion or idea to others. According to Lai (2011) “Critical thinking includes the component skills of analyzing arguments, making inferences using inductive or deductive reasoning, judging or evaluating, and making decisions or solving problems” (p, 1).

Leadership. Organization is the place for group of people to reach organization’s goal. The members of organization will get responsible to do some activities. In this case, they will do coordination with each member. Doing coordination means that the members do communication and action to reach the goals. By doing coordination they will enhance their leadership skills. That statement is relevant with Valenzuela(2007). He stated that “leadership is the ability of developing and communicating a vision to a group of people that will make that vision true”.

Communicative skill. Joining organization is dealing with people. To make the organization reach its goal, each member should have good communication. Communicative skill is the way to give the message effectively (O’Hara, 2010). The

members who are active participating in joining organization will enhance their communicative skill by sharing their idea to others, or by lobbying.

Time management. As students, sometimes they have activities not only in the class room but also outside class room like joining organization. When the students have these activities, they need to manage their time in order to make them able to join the activities well. In other word, joining organization affects the students in managing their time management. Students in universities must learn how to manage their time effectively. It means they have to be able to make priority between studying in class room and joining students' involvement (Faisal & Miqdadi, 2014).

Social skill. Organization is social activities. In organization, they often deal with people and relationship. Each member usually has relationship to others and sometimes they try to have good relation each other. In other word, being active in organization could enhance their social skill. Baker (2007) stated that joining organization gives improving interpersonal skill, practical competence, cognitive difficulty, and humanitarianism.

Discipline. Being active in organization means trying to be discipline in all aspects. Usually, the members deal with the deadline, time and responsibility. After facing the problems above, the students could enhance their discipline. Weaver (2005) said that the organization provides young people a chance to act something valuable, to excel in what they act, to gain appreciation for what they act, to be provided responsibility, and to learn to be self- sufficient and deal with team work and discipline.

Problem solving. Being active in organization deals with people and problems. In that organization, they will train themselves to adapt and face the problem and solve the problem. Facing problems among the members will affect their critical thinking and their problem solving skills (Foubert, 2006).

Responsibility. In organization, the members have to do the duties from organization. Moreover, they have to do it based on the deadline. By having this experience, the students could train their responsibility skill. Based on Weaver (2005), the organization provides young people a chance to act something valuable, to excel in what they act, to gain appreciation for what they act, to be provided responsibility, and to learn to be self-sufficient and deal with team work.

Respectful. Being active in organization deals with people and ideas. In organization, the members have to be able to respect different ideas, decision and other members. Pettit (2014) stated that whole school style to behave is about letting the students working collectively in students' involvement to enhance positive environments and a culture of respect.

Confidence. Joining organization deals with people and public. In organization, the members have to be able to share opinions, ideas in public. Sometimes the members also have to be able to give a speech in front of public. By this case, the members could train their confidence. Based on Hood (2006) joining organization increases their self-confidence.

Review of Related Studies

In this part, the researcher found the related study about organization and soft skill. First, the journal which was written by Jhon D Foubort and Lauren U. Grainger

about “Effects of Involvement in Clubs and Organizations on the Psychosocial Development of First-Year and Senior College Students” talks about the effect of joining clubs and organization for the students. In the background of this study, it talks about the benefit of joining club and organization based on previous theory. The participants were university students on age (18–22), the presentation of them are 40% were men 60% were women. The sample of this study was taken randomly by being asked by the dean to join voluntary activities. Based on the result, the participation in extracurricular activities would be positively related to the development of competence and mature interpersonal relationships (Martin, 2006) . The findings of this research are that there is strong connection between involvement in student organizations and higher levels of development on several indicators of psychosocial development such as clarifying purpose, educational involvement, career planning, life management, and cultural participation.

The second related study is “Impacts of Campus Involvement on Hospitality Student Achievement and satisfaction” by Simon A. Lei. In this research, it also discusses about impact of joining organization. The participants on this research were 109 hospitality undergraduate students. In this research, it used survey as instrument. In addition, there were four parts of the questions which were open - ended questions. Even though this research does not mention specifically about the impacts joining involvements to soft – skill, the result of this study shows some soft skills appear which are caused by the impact of joining it. The students may get benefit in terms of developing, academic achievement, personal career, and leadership development after being active in student involvement (Lei, 2007).

The third related study is “Student Participation in College Student Organization: A Review literature” by Ricardo Montelongo. In this research, it talks about perception in joining organization. This study reviews some related studies.

Montelongo (2002) stated that involvement in extracurricular activities, especially in college student organization has benefit extending beyond class room. In this research, it also contain of the benefits of joining organization. Pascarella & Terenzini (2002) stated that “being active in college student organization will effect to self - confidence, interpersonal skills and leadership skill. In addition, by joining this activity, the students could also develop their critical thinking, decision - making, and affective development attitude (Montelongo, 2002).

Conceptual Framework

In this part, the researcher tries to find out current conclusion of those variables. Based on the literatures above, the researcher conceptualizes the theory in order to support this research. According to Haimann (2013), organizing is the step of outlining and grouping the activities of the creativity and building the authority relationships among them. Bedeian and Zamnuto (2000) also stated that organizations can also be considered as social entities that are goal directed.

While those previous experts stating about organization to conclude those explanations about the variables, Melisa (2011) stated that phrase ‘*soft skills*’ is often used to be defined as skills which characterized as associations with other people, or how people approach life and work.

From those statements above, the researcher believes that there is connection of those variables. Hernandez (1999) stated that joining organization has correlated

positively with development of leadership and problem solving management. It also gives improvement on the interpersonal skill, practical competence, cognitive difficulty, and humanitarianism. In other justification point, joining organization will develop their tolerance and acknowledgement to other people (Abrahamowicz, 2006). To support the previous statements, Osborne (1988) pointed out that an organization provides young people chance to act something valuable, to excel in what they act, to gain appreciation for what they act, to be provided responsibility, and to learn to be self- sufficient.

In conclusion, from the statements above, the researcher concludes that joining organization develops soft skills for the students. Therefore, the conceptual framework of this research is presented as seen in the following figure

Figure 1. Conceptual framework

Joining Organization



Benefits on the soft skill improvement

- Problem solving
- Respectful
- Critical thinking
- Leadership
- Time management
- Communication skill
- Social skill
- Critical thinking
- Discipline
- Team work
- Confidence
- Responsibility