

## Influence *Soft Skill*, *Hard Skill*, and Internship Experience on the Job Readiness of Students of the Faculty of Economics and Business, State University of Jakarta

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### Abstract

*This study seeks to investigate and evaluate the effects of soft skills, hard skills, and internship experience on the work readiness of students at the Faculty of Economics and Business, State University of Jakarta. A quantitative research approach was employed using primary data gathered through questionnaires. The study population comprised 732 students, from which 259 respondents were selected using a probability sampling method with a proportionate stratified random sampling technique. Data analysis was conducted using SPSS version 31, including descriptive statistics, classical assumption tests, multiple linear regression, t-tests, F-tests, and coefficient of determination (R<sup>2</sup>) analysis. The results indicate that: (1) soft skills have a positive and significant effect on work readiness; (2) hard skills positively and significantly affect work readiness; (3) internship experience positively and significantly affects work readiness; and (4) soft skills, hard skills, and internship experience simultaneously exert a positive and significant influence on the work readiness of students at the Faculty of Economics and Business, State University of Jakarta.*

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## 1. INTRODUCTION

In the rapidly developing modern industrial era, the world of work increasingly demands graduates who are adaptable and possess high competencies, both in technical and non-technical aspects. As a developing country, Indonesia needs to prepare human resources (HR) that are competitive both nationally and globally. In this regard, education plays a key role in shaping the quality of human resources through the holistic development of individual potential, encompassing spirituality, personality, intelligence, and skills, to enhance work readiness. (Prakasa & Chusairi, 2023).

Draft *work readiness* is an important concern in the world of education and employment as an indicator of graduates' readiness to enter the world of work. *Work Readiness Scale* submitted by Caballero, Walker and Fuller (2011) explains that work readiness is a multidimensional construct that includes indicators *personal characteristics*, *organizational acumen*, *work competence*, as well as *social intelligence*. The research was motivated by the gap between graduate competencies and employer expectations, particularly in personal and relational aspects that have not been fully developed through formal education. Furthermore, work readiness reflects an individual's level of preparedness, demonstrated through the knowledge, skills, and attitudes necessary to work effectively and adapt in a professional work environment. (Rusdiana & Nasihudin, 2021; Chen et al., 2024).

Although education plays a strategic role in improving individual quality, conditions on the ground show suboptimal results. Central Statistics Agency (2024), Indonesia's working-age population reached 214 million in February 2024, an increase of 2.41 million compared to the previous year, with 142.18 million employed and 7.28 million unemployed. Although the unemployment rate has decreased compared to 2023, the decline is not significant, so the unemployment rate remains relatively high. This indicates that labor force growth has not kept pace with job availability. (Safitri & Rezza, 2025).

The gap between graduate competencies and the needs of the world of work is still a challenge for universities. (Raihan, Abdullah, & Mujayapura, 2025). Based on data from the Central Statistics Agency (2024), the unemployment rate is dominated by high school (30.72%) and vocational school (24.65%) graduates, while university graduates account for 11.28% (based on data on unemployment rates by educational level). Although lower, this figure indicates that the job readiness of university graduates remains a critical issue. This is in line with findings by Choirunnisa and Qintharah (2022), which state that a higher level of education can increase the chances of getting a job.

Skills development is needed to increase the competitiveness of college graduates in the global job market. (Pasaribu et al., 2025) Education plays an important and strategic role in improving the quality of human resources and driving economic growth by improving individual competencies. (Daulay et al., 2024) Therefore, universities are required to not only produce graduates who excel academically, but also possess the ability to adapt, think innovatively, and be relevant to the needs of the workplace. (Ilmi et al., 2025).

Jakarta State University through *Career Center* do it regularly *tracer study* to obtain information regarding the suitability of graduate competencies to jobs and the transition process to the world of work. At the faculty level, the *Career Development Center FEB UNJ* plays a role in managing and providing graduate data as a basis for educational evaluation *tracer study*. The 2023 study program included 546 graduates from 10 study programs, indicating that 45% were employed, while 47% were still looking for work, and others were continuing their studies, starting businesses, or were not yet able to work. This proportion indicates that graduates still in the transition phase are almost equal to those already employed, necessitating an empirical study to identify factors influencing graduates' work readiness.

*Human Capital Theory* introduced by Gary S. Becker (1966), explains that education, training, and work experience are forms of investment that can increase productivity and individual value. In this view, soft skills, hard skills, and internship experience are seen as part of human capital that plays a role in increasing an individual's readiness to enter the workforce. (Mulyani, 2021; Safitri, Fadliyanti, & Ferdaus, 2026).

Students' work readiness is not only influenced by academic abilities, but also by soft skills as non-technical abilities that include intrapersonal and interpersonal aspects, such as communication, teamwork, emotional intelligence, adaptability, and critical thinking skills, which are important in facing competition in the modern world of work (Yılmaz & Urhan, 2024; Sukmara et al., (2025). Indicator *soft skill*, according to Robles (2012), cover *communication, teamwork, and adaptability*. In a dynamic global context, *soft skills have proven* to be a major predictor of graduates' job readiness (Abidin, 2021), and have a positive and significant influence on students' work readiness through strengthening professional skills such as communication, work ethics, and emotional management. (Ingusci et al., 2026; Indrawati et al., 2023; Mahdi, 2026).

Student work readiness factors are also influenced by *hard skills*, such as technical skills acquired through education and training, such as mastery of technology, data processing, and the use of software relevant to the scientific field, which forms the basis for carrying out professional tasks in the world of work (Lamri & Lubart, 2023; Arif, 2023).

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Indicator *hard skill* which is relevant to *Competency Theory* according to Spencer (1993), covering *features, knowledge, and skills*. Research shows that mastery of *hard skills* plays an important role in improving work readiness through strengthening technical capabilities, problem-solving, and compliance with industry needs. (Martínez-Gómez & Nicolalde, 2025), and have a positive and significant influence on the adaptability and performance of graduates (Deswarta, Mardianty, & Bowo, 2023; Luthfiani & Wajdi, 2025).

Mastery of *hard skills*: Internships are not only acquired through classroom learning, but also need to be supported by internship experiences. Internships are a form of experiential learning that provide students with the opportunity to apply their knowledge and skills directly in a professional work environment. (Firdaus & Chairunisa, 2021; Wang, 2025) Internship experience plays a role in increasing job readiness through understanding the world of work, problem-solving skills, and developing a professional attitude. (Wilopo et al., 2025), while helping to smooth the transition of graduates into the world of work (Tan et al., 2023; Alharethi, Awan, & Saleem, 2025). Internship experience indicators are adopted from *Experiential Learning Theory* (Kolb, 1984), which covers *concrete experience, reflective observation, abstract conceptualization, and active experimentation*.

Student job readiness remains a complex scientific issue, primarily due to differences in measurement and interpretation of research results, which have yielded mixed findings. Several studies have shown that *soft skill* has a significant influence on work readiness (Ingusci et al., 2026; Indrawati et al., 2023; Zhang, Hussin, & Abd Majid, 2025; Royani, Ningsih, & Dini, 2024; Veronica, 2026), but there are also inconsistent results which state that *soft skill* does not have a significant effect on students' work readiness (Putri, 2024; Siburian et al., 2022).

Influence of *hard skills* on work readiness generally shows positive results, where mastery of relevant technical skills is proven to increase students' work readiness. (Caballero et al., 2026; Martínez-Gómez & Nicolalde, 2025). Several studies have also found that *hard skills* have a positive and significant influence, both partially and together with other variables such as *soft skills* (Luthfiani & Wajdi, 2025; Akbar et al., 2025; Wilopo et al., 2025). However, several studies show inconsistent results, where *hard skills* do not have a significant effect on work readiness (Yanti, Anwar & Asrol, 2025; Pramestie & Prabowo, 2025).

Various studies show that internship experience has a positive effect on students' work readiness because it can bridge the gap between learning in higher education and the demands of the world of work (Alharethi, Awan, & Saleem, 2025; Thuy & Duong, 2026; (Sitorus et al., 2025) However, there are inconsistent findings stating that internships do not always have a significant impact, especially if their implementation is not optimal. (Wahyuni, Suhardi, & Amin, 2026; Salsabilla, Abidin, & Utamidewi, 2025). This shows that there is a *research gap* and the need for further research to examine the role of internship experience in improving students' work readiness more comprehensively.

## 2. RESEARCH METHODS

This study uses a quantitative approach with a correlational method to analyze the relationship between soft skills, hard skills, and internship experience on students' job readiness. The quantitative approach was chosen because the data used are numerical and analyzed using statistical techniques to test the research hypothesis. (Sugiyono, 2023). The population in this study was 732 final-year students from the 2022 intake of the Faculty of Economics and Business, Jakarta State University, across nine study programs.

Sampling technique using *probability sampling* with the method of *proportionate stratified random sampling* so that each study program group is represented proportionally (Sugiyono, 2023; Rudini & Azmi, 2023). Data were obtained through a questionnaire

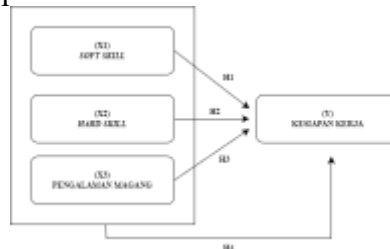
administered to students who had completed internships and held competency certifications in their respective fields. The sample size was determined using the Slovin formula with a 5% significance level, resulting in 259 respondents as the research sample. (Ibrahim, 2023).

**Table 1. Sampling Process**

N o.	Study program	Sample Calculation Method	Number of Students
Bachelor of Economics Education			
1	Bachelor of Economics Education	$(93/732) \times 259$	33
2	S1 Management	$(125/732) \times 259$	45
3	Bachelor of Accounting	$(94/732) \times 259$	33
4	Bachelor of Business Education	$(57/732) \times 259$	20
Bachelor of Office Administration			
5	Administration Education	$(60/732) \times 259$	21
6	Bachelor of Digital Business	$(103/732) \times 259$	36
7	D4 Digital Office Administration	$(67/732) \times 259$	24
8	D4 Public Sector Accounting	$(62/732) \times 259$	22
9	D4 Digital Marketing	$(71/732) \times 259$	25
<b>TOTAL STUDENTS</b>			<b>259</b>

Source: Data processed by the author (2026)

The following is the conceptual framework for this research:



**Figure 1. Conceptual Framework**

Source: Data processed by the author (2026)

- Soft Skill* (X1) : Independent Variable
- Hard Skill* (X2) : Independent Variable
- Internship Experience (X3) : Independent Variable
- Work Readiness (Y) : Dependent Variable

### 3. RESULTS AND DISCUSSION

#### 3.1. Research Results

**Table 2. Results of Descriptive Statistical Tests**

Descriptive Statistics						
	N	Minimum	Maximum	Mean		Std. Deviation
	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic
Soft Skill	259	22,00	40,00	32,8069	0,19863	3,19662
Hard Skill	259	31,00	48,00	40,5637	0,25201	4,05567
Internship Experience	259	45,00	72,00	61,7143	0,34758	5,59376
Job Readiness	259	40,00	64,00	55,5792	0,35441	5,70364

Valid N (listwise)	259				
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Source: Results of SPSS Version 31 data processing

Descriptive statistics are used to present an overview of research data through average, minimum, maximum, and standard deviation values. (Parkhurst et al., 2025). The test results on 259 respondents showed an average *soft skill* amounting to 32.81, *hard skill* of 40.56, internship experience of 61.71, and job readiness of 55.58. All variables had standard deviations smaller than their mean, indicating that the distribution of respondent data tended to be close to the mean. This indicates that respondents' answers were relatively consistent and did not vary significantly between individuals.

**Table 3. Validity Test Results**

Variables	No. Item	r-Table	Validity Level	Information
Work Readiness (Y)	Y.1	0,1215	0,613	Valid
	Y.2	0,1215	0,576	Valid
	Y.3	0,1215	0,621	Valid
	Y.4	0,1215	0,669	Valid
	Y.5	0,1215	0,613	Valid
	Y.6	0,1215	0,666	Valid
	Y.7	0,1215	0,621	Valid
	Y.8	0,1215	0,639	Valid
	Y.9	0,1215	0,751	Valid
	Y.10	0,1215	0,731	Valid
	Y.11	0,1215	0,623	Valid
	Y.12	0,1215	0,634	Valid
	Y.13	0,1215	0,682	Valid
	Y.14	0,1215	0,633	Valid
	Y.15	0,1215	0,584	Valid
	Y.16	0,1215	0,645	Valid
<i>Soft Skill</i> (X1)	X1.1	0,1215	0,557	Valid
	X1.2	0,1215	0,554	Valid
	X1.3	0,1215	0,506	Valid
	X1.4	0,1215	0,588	Valid
	X1.5	0,1215	0,657	Valid
	X1.6	0,1215	0,324	Valid
	X1.7	0,1215	0,651	Valid
	X1.8	0,1215	0,538	Valid
	X1.9	0,1215	0,544	Valid
	X1.10	0,1215	0,680	Valid
<i>Hard Skill</i> (X2)	X2.1	0,1215	0,54	Valid
	X2.2	0,1215	0,581	Valid
	X2.3	0,1215	0,662	Valid
	X2.4	0,1215	0,589	Valid
	X2.5	0,1215	0,617	Valid
	X2.6	0,1215	0,632	Valid
	X2.7	0,1215	0,626	Valid
	X2.8	0,1215	0,646	Valid
	X2.9	0,1215	0,631	Valid

Internship Experience (X3)	X2.10	0,1215	0,687	Valid
	X2.11	0,1215	0,66	Valid
	X2.12	0,1215	0,599	Valid
	X3.1	0,1215	0,598	Valid
	X3.2	0,1215	0,546	Valid
	X3.3	0,1215	0,608	Valid
	X3.4	0,1215	0,544	Valid
	X3.5	0,1215	0,33	Valid
	X3.6	0,1215	0,391	Valid
	X3.7	0,1215	0,609	Valid
	X3.8	0,1215	0,585	Valid
	X3.9	0,1215	0,668	Valid
	X3.10	0,1215	0,401	Valid
	X3.11	0,1215	0,63	Valid
	X3.12	0,1215	0,622	Valid
	X3.13	0,1215	0,619	Valid
	X3.14	0,1215	0,567	Valid
	X3.15	0,1215	0,559	Valid
	X3.16	0,1215	0,612	Valid
X3.17	0,1215	0,642	Valid	
X3.18	0,1215	0,258	Valid	

Source: Results of SPSS Version 31 data processing

Validity tests are carried out to ensure that the research instrument is able to measure the variables being studied accurately and relevantly and can represent the variables being studied. (Salim, Susilastuti & Novia, 2025). The test results show that all 56 statement items have a correlation coefficient value greater than the r-table, so all items are declared valid and the research instrument is proven to be accurate in representing the measured construct and is suitable for use in data collection and further analysis.

**Table 4. Reliability Test Results**

Reliability Statistics	
Cronbach's Alpha	N of Items
0,943	56

Source: Results of SPSS Version 31 data processing

Reliability testing aims to assess the level of consistency and stability of a research instrument in generating data when used repeatedly (Salim, Susilastuti & Novia, 2025). The test results showed a Cronbach's Alpha value of 0.943, which is higher than the minimum limit of 0.60, thus declaring the instrument reliable. This value reflects very high consistency, enabling the questionnaire to produce stable, consistent, and reliable data.

**Table 5. Normality Test Results**

One-Sample Kolmogorov-Smirnov Test	
	Unstandardized Residual
N	259
Mean	0,0000000

Normal Parameter <sup>s,a,b</sup>	Std. Deviation	3,41050772
Most Extreme Difference <sup>s</sup>	Absolute	0,048
	Positive	0,048
	Negative	-0,041
Test Statistic		0,048
Asymp. Sig. (2-tailed) <sup>c</sup>		.200 <sup>d</sup>
a. Test distribution is Normal. b. Calculated from data. c. Lilliefors Significance Correction. d. This is a lower bound of the true significance. e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 299883525.		

Source: Results of SPSS Version 31 data processing

The normality test aims to determine whether the research data is normally distributed and meets the basic assumptions in statistical analysis. (Munawaroh & Nuridin, 2025). Based on the results of this test, the Asymp. Sig. (2-tailed) value was 0.200, which is greater than the 0.05 significance level. This indicates that the data for each variable is normally distributed, making the data suitable for further analysis.

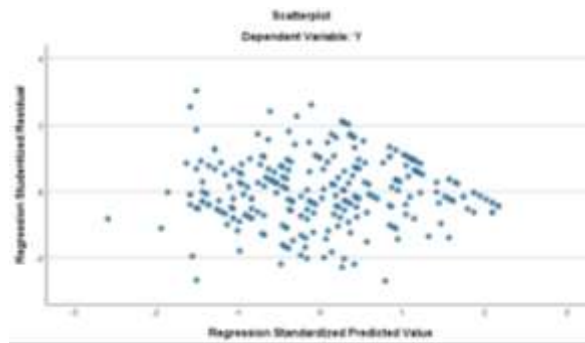
**Table 6. Multicollinearity Test Results**

Model	Coefficients <sup>a</sup>						
	Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics		VIF
	B	Std. Error	Beta	t	Sig.	Tolerance	
1 (Constant)	-0,023	2,643		-0,009	0,993		
Soft Skill	0,342	0,093	0,192	3,687	0,000	0,518	1,931
Hard Skill	0,575	0,072	0,409	7,951	0,000	0,531	1,883
Internship Experience	0,341	0,049	0,335	7,004	0,000	0,614	1,629

a. Dependent Variable: Work Readiness

Source: Results of SPSS Version 31 data processing

The multicollinearity test was conducted to determine whether or not there was a high correlation between independent variables in the regression model. (Munawaroh & Nuridin, 2025). The test results show that all Tolerance values are above 0.10 and the VIF values are below 10, namely 1.931 for *soft skill*, 1.883 for *hard skill*, and 1.629 for internship experience. This indicates that there is no multicollinearity between the independent variables, so the regression model meets the classical assumptions and is suitable for further analysis.



**Figure 2. Results of Heteroscedasticity Test**

Source: Results of SPSS Version 31 data processing

The heteroscedasticity test is carried out to determine whether there are differences in residual variance between observations in the regression model. (Munawaroh & Nuridin, 2025). Based on the scatterplot results in Figure 2, the residual points are randomly distributed above and below 0 on the Y-axis and do not form a specific pattern. This indicates that heteroscedasticity does not occur; thus, the regression model meets the homoscedasticity assumption and is suitable for further analysis.

**Table 7. Results of T-Test and Multiple Linear Regression Analysis**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-0,023	2,643		-0,009	0,993
	Soft Skill	0,342	0,093	0,192	3,687	0,000
	Hard Skill	0,575	0,072	0,409	7,951	0,000
	Internship Experience	0,341	0,049	0,335	7,004	0,000

a. Dependent Variable: Work Readiness

Source: Results of SPSS Version 31 data processing

The t-test is used to determine the influence of each independent variable on the dependent variable partially. (Priyatno, 2023). The test results show that the variables *soft skill*, *hard skill*, and internship experience each have a significance value of 0.000, which is less than 0.05. This indicates that these three variables have a positive and significant effect on student work readiness. Thus, H1, H2, and H3 are accepted, meaning that increasing each variable individually can improve student work readiness.

Linear regression analysis is used to form an equation that explains the relationship between one or more independent variables and a dependent variable. (Aditya et al., 2022). The results of the analysis show that *soft skills* ( $\beta = 0.342$ ), *hard skills* ( $\beta = 0.575$ ), and internship experience ( $\beta = 0.341$ ) have positive regression coefficients, meaning that any increase in each variable will be followed by an increase in work readiness, assuming the other variables are held constant. Among the three variables, hard skills have the largest coefficient value, making them the most dominant factor in influencing students' work readiness.

**Table 7. F Test Results**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5392,184	3	1797,395	152,731	<,001 <sup>b</sup>
	Residual	3000,943	255	11,768		
	Total	8393,127	258			

a. Dependent Variable: Work Readiness

b. Predictors: (Constant), Internship Experience, Hard Skills, Soft Skills

Source: Results of SPSS Version 31 data processing

The F test is used to test the influence of independent variables simultaneously on the dependent variable with a significance level of 0.05.(Priyatno, 2023). The test results show a calculated F value of 152.731, which is greater than the F table of 2.98 (df1 = 3; df2 = 255), and a significance value of 0.001, which is smaller than 0.05. This indicates that soft skills, hard skills, and internship experience together have a significant effect on student work readiness.

**Table 8. Results of the Determination Coefficient Test**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.802 <sup>a</sup>	0,642	0,638	3,431

a. Predictors: (Constant), Internship Experience, Hard Skills, Soft Skills

Source: Results of SPSS Version 31 data processing

The coefficient of determination analysis is used to determine the overall contribution of the independent variables to the dependent variable. (Priyatno, 2023). The test results in Table 8 show an Adjusted R Square value of 0.638, which means that 63.8% of the variation in student work readiness can be explained by *soft skills*, *hard skills*, and internship experience. Meanwhile, the remaining 36.2% is influenced by other variables outside the research model that were not examined in this study.

### 3.2.Discussion

Based on the data analysis, a more in-depth discussion of the research findings is provided, linking them to relevant previous research. The following description summarizes the research findings:

a. **Influence of *Soft Skills* on Student Work Readiness**

Based on the research results, the variable *soft skill*(X<sub>1</sub>) has a positive and significant influence on work readiness (Y) with a coefficient of 0.342, which shows that every one unit increase in *soft skill* will increase work readiness by 0.342. The t-test results also show t-count 3.687 > t-table 1.969 with a significance value <0.05, so H1 is accepted, and it can be concluded that the higher the *soft skill*, the higher the students' work readiness. This finding is consistent with previous research, which also found that *soft skills* have a positive and significant effect on students' work readiness (Ingusci, 2026; Zhang, Hussin, & Abd Majid, 2025; Deswarta, Mardianty, & Bowo, 2023; Luthfiani & Wajdi, 2025).

b. **Influence of *Hard Skills* on Student Work Readiness**

Based on the research results, the variable *hard skill*(X<sub>2</sub>) shows a positive and significant influence on work readiness (Y) with a coefficient of 0.575, which means that every increase in one unit of hard skills will increase work readiness by 0.575. The results of the t-test also show t-count 7.951 > t-table 1.969 with a significance value <0.05, so H<sub>2</sub> is accepted, and it can be concluded that the higher *hard skill*, the higher the students' work readiness. This finding is in line with previous research, which stated that *hard skills* have a positive and significant effect on work readiness, where mastery of relevant technical skills can improve graduates' readiness to enter the workforce (Martínez-Gómez & Nicolalde, 2025; Akbar et al., 2025; Wilopo et al., 2025).

c. **The Influence of Internship Experience on Student Work Readiness**

Based on the research results, the internship experience variable (X<sub>3</sub>) has a positive and significant influence on work readiness (Y) with a coefficient of 0.341, which indicates that every increase in one unit of internship experience will increase work readiness by 0.341. The t-test results also show t-count 7.004 > t-table 1.969 with a significance value <0.05, so H<sub>3</sub> is accepted, and it can be concluded that the better the internship experience, the higher the student's work readiness. This finding is consistent with previous studies which state that internship experience has a positive and significant influence on work readiness, because it can bridge the gap between learning in higher education and the world of work and increase students' skills and confidence (Alharethi, Awan, & Saleem, 2025; Thuy & Duong, 2026; Sitorus et al., 2025).

d. **Influence of *Soft Skill*, *Hard Skill*, and Internship Experience on Student Work Readiness**

Based on the research results, the variables *soft skill* (X<sub>1</sub>), *hard skill*(X<sub>2</sub>), and internship experience (X<sub>3</sub>) simultaneously have a positive and significant effect on work readiness (Y), as indicated by the calculated F value of 152.731 > Ftable 2.64 with a significance of 0.001 < 0.05, so H<sub>4</sub> is accepted. This indicates that the three variables together play an important role in improving students' work readiness. This finding is also in line with previous research, which states that the combination of soft skills, hard skills, and practical or internship experience simultaneously has a significant effect on work readiness, because it can strengthen technical competence, interpersonal skills, and students' readiness to face the world of work. (Syafira et al., 2025; Yanti, Anwar & Asrol, 2025; Luthfiani & Wajdi, 2025).

#### 4. CONCLUSION

To analyze the influence *soft skill*, *hard skills*, and internship experience on student job readiness using regression analysis with the aid of statistical software. The conclusions obtained are as follows:

- a. *Soft skill* has a positive and significant effect on students' work readiness.
- b. *Hard skills* have a positive and significant effect on students' work readiness.
- c. Internship experience has a positive and significant impact on students' work readiness.
- d. Simultaneously, *soft skills*, *hard skills*, and internship experience have a positive and significant effect on students' work readiness.

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