

## Community Service (Pkm) Efforts to Improve Soft Skills among Youth in Seminyak Village, Badung Regency

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### Abstract

*The aim of this research is to determine efforts to improve soft skills among youth in facing the world of work in Seminyak Sub district, Badung Regency, and how to overcome obstacles in improving soft skills among youth in Seminyak Sub district, Badung Regency to face the world of work. This research uses qualitative research, with the research location in Seminyak sub-district, Badung district. The type of instrument used is a non-test instrument in the form of; interview guide and documentation. The data analysis technique goes through the stages of data reduction, data presentation, and drawing conclusions. The results of the research are expected to show that efforts to improve soft skills among young people in facing the world of work in Seminyak sub-district, Badung district, Seminyak sub-district, Badung regency have not been optimal, however there have been efforts made such as holding training, improving, developing and determining training themes to attract attention among young people to take part in soft skills training. The obstacles faced in efforts to improve soft skills among youth are from the youth themselves, namely; lack of participation, awareness and discipline from the organizers, namely; lack of socialization, infrastructure, funding, and limited time. Based on the observations made by the author, the author will create it in the form of Community Service (PKM) activities. To help improve soft skills among youth, with the expected output in the form of training and reputable nationally indexed journals.*

**Key words:** soft skills, youth, and the world of work

### Abstrak

Upaya peningkatan *soft skill* kalangan pemuda dalam menghadapi dunia kerja pada Kelurahan Seminyak, Kabupaten Badung, dan cara mengatasi kendala-kendala dalam meningkatkan *soft skill* kalangan pemuda di kelurahan seminyak, kabupaten Badung untuk menghadapi dunia kerja. Penelitian ini menggunakan penelitian kualitatif, dengan lokasi penelitian di kelurahan seminyak, kabupaten Badung. Adapun Jenis instrumen yang digunakan adalah instrument non tes berupa; pedoman wawancara dan dokumentasi. Teknik analisis data melalui tahapan reduksi data, penyajian data, dan mengambil kesimpulan. Hasil penelitian diharapkan dapat menunjukkan bahwa upaya peningkatan *soft skill* kalangan pemuda dalam menghadapi dunia kerja pada Kelurahan Seminyak, Kabupaten Badung di kelurahan seminyak, kabupaten Badung belum maksimal, akan tetapi sudah ada upaya yang dilakukan seperti mengadakan pelatihan, meningkatkan, mengembangkan dan menentukan tema pelatihan untuk menarik perhatian kalangan pemuda untuk mengikuti pelatihan *soft skill*. Kendala-kendala yang dihadapi dalam upaya peningkatan *soft skill* kalangan pemuda adalah dari pihak kalangan pemuda itu sendiri yaitu; kurangnya partisipasi, kesadaran, dan kedisiplinan sedangkan dari pihak penyelenggara yaitu; kurangnya sosialisasi, sarana prasarana, pendanaan, dan waktu yang terbatas. Berdasarkan pengamatan yang penulis lakukan, akan penulis buat dalam bentuk kegiatan Pengabdian Kepada Masyarakat (PKM). Untuk membantu meningkatkan *soft skill* kalangan pemuda, dengan luaran yang diharapkan berupa pelatihan dan jurnal yang terindeks nasional bereputasi.

**Kata Kunci:** *soft skill, pemuda, dan dunia kerja*

### INTRODUCTION

This article describes a community service activity carried out by Stispol Lecturer Wira Bhakti with students which aims to help develop several aspects of 21st century competence through a series of soft skills training which was attended by 29 young people from Seminyak Village, Badung Regency. This article further explains the concept of training, training material content, and training effectiveness. This training lasted for two months with four virtual face-to-face

training via Zoom Meeting. The rest is done online via the Google Classroom platform. The training material content is divided into two sub-soft skills: increasing ability following the development of public speaking skills.

Data from a survey conducted at the final session of service activities showed that in general this activity had run well and effectively. The majority of participants (85.7%) stated that training activities provided positive benefits for them. More specifically, 63.2% of participants stated that the

participants' listening skills and attitude had improved quite a bit. Likewise with the ability to solve problems, read and write (68.4% and 52.6% respectively). Data on the public speaking aspect also shows the same trend. The majority of participants reported that the training had improved their public speaking skills, especially in terms of interacting or communicating with the audience. Thus, this training has provided benefits to training participants in developing their soft skills.

Youth are individuals who are physically and psychologically experiencing development towards maturity. The youth maturity process will run optimally if they have a conducive learning experience, so that youth can utilize all the positive potential they have for the good of themselves and others. Soft skills are needed as part of a person's skills that are sensitive to their environment. In this case, soft skills are actually the development of a concept known as emotional intelligence, therefore soft skills education is able to rely on developing a mentality so that a person or the younger generation can adapt to the realities of their life. Soft skills are skills and life skills, both for oneself in a group, or in society, as well as with the Creator. By having soft skills, a person's presence will be increasingly felt in society. Communication skills, emotional skills, language skills, group skills, ethics and morals, politeness and spiritual skills.

So in essence, the soft skills of society or youth are very important in order to create peaceful and peaceful and even orderly situations and conditions in carrying out a career in the world of work. Because if we take a glance and analyze, if people do not have good soft skills or EQ then they will find it difficult to control their mental emotions in running and competing with outside communities who have very good quality resources and have very high discipline.

Initial observations show that young people in Seminyak sub-district, Badung district are holding soft skills training such as IHC (Indonesian hypnosis center) plus body language or character education seminars for young people, motivational seminars and entrepreneurship seminars. Based on the results of observations, researchers are

interested in further research regarding the why, what, and how of efforts to improve soft skills carried out by youth in Seminyak sub-district, Badung district to prepare young people to become Human Resources (HR) who are able to compete in the world of work.

The 21st century is marked by changes in various aspects of people's lives, both in terms of education, economics, politics and culture, where these will not be separated from the influence of the outside world, technological developments and the needs of the industrial world. In the last two decades, the world of work not only requires college graduates with good academic grades, but also complex supporting skills or soft skills, including communication skills, working together in creative groups and the ability to use digital devices.

The 21st century is marked by a new era in the industrial world called the industrial revolution 4.0, marked by the increasingly massive internet network that connects people and goods, the emergence of smart machine learning robots, cloud data, virtual reality and the like. This era is giving birth to a generation of young people who are ready with new skills to exist in an era of change. The next few years are predicted to be a demographic bonus where the number of productive people aged 15 to 64 years is greater than the no longer productive population aged under 15. years and above 64 years.

The demographic bonus, a golden opportunity for the Indonesian nation, will certainly improve the quality of human resources and have a dominant effect on Indonesia's efforts to become a developed country. If Indonesia can see and utilize this golden opportunity, it means that Indonesia has succeeded in taking advantage of this demographic bonus. Thus, it is not impossible that Indonesia will become one of the countries with the dominant economic and political powers in Southeast Asia. The rapid changes in times have given rise to new opportunities and challenges. It is very important to prepare the younger generation in supporting skills so that they are able to compete in this new era. The development of these skills It cannot only be expected from formal institutions such as

schools and campuses, but also still working together with community groups in this case, this is the service activity, "Efforts to Improve Soft Skills among Youth in Seminyak Subdistrict, Badung Regency".

Efforts are being made by youth in Seminyak sub-district, Badung district to improve the soft skills of young people in facing the world of work. The aim is to be able to find out and obtain information related to how efforts are made to improve soft skills among young people, what the obstacles are, and what efforts are being made to overcome the obstacles faced by young people in Seminyak sub-district, Badung district.

## RESEARCH METHOD

The implementation method was carried out to answer the problems mentioned above, while the activities carried out were in the form of Community Service through several methods: 1. Focus Group Discussion (FGD). FGDs are carried out during the assessment period before training from students who have good language skills. The FGD is intended to equalize perceptions about the program and determine training goals and targets that are in accordance with the needs of young people and the availability of experts from high schools or campuses. 2. Carrying out structured workshops. The workshop was held online. The first workshop session was held on August 12 2023 via the zoom meeting application. Likewise for the second session of the

workshop which was held via Zoom on 23-24 August 2023. Each workshop was attended by 20 participants. The first session of the workshop focused on introducing and discussing language material. Due to time constraints, in this first activity we only focused on discussing and developing three of the four language skills: listening, reading, and writing. Meanwhile, speaking skills have not yet been discussed. Meanwhile, the second session of the workshop focused on discussing public speaking material. This includes material on how to build engagement with the audience such as intonation, gesture and other effective use of body language. Apart from delivering the material, this session was also continued with direct practice and providing feedback by the instructor from the lecturers. 3. Mentoring activities are carried out in the classroom combined with using the Google Classroom application with the aim of providing tutorials and supervision to help participants understand and deepen the material that has been provided online. 4. Perception survey. Surveys were conducted to measure the effectiveness and participant feedback on the workshop. The survey was carried out in the form of filling out a questionnaire consisting of several closed and open questions. The effectiveness of the program was analyzed by looking at trends in participants' answers to the survey.

## RESULTS AND ACHIEVEMENT OF GOALS

Communication skills in the 21st century essentially include the skill of conveying thoughts clearly and persuasively orally and in writing, the ability to express opinions in clear sentences, convey orders clearly, and being able to motivate other people through speaking skills (Siti Zubaidah, 2016) and being able to solving problems and building good relationships (Bialik & Fadel, 2015). These communication skills should be honed through a learning process that uses a scientific approach which has a positive impact on creating student centered learning in the classroom learning process.

The service activities carried out focus on developing communication skills, especially on improving language skills on international standard tests, and public speaking skills. These two skills were chosen because the service team considers these are the two skills that young people currently really need to exist and be successful in this century. This is also in line with what was conveyed by the Wira Bhakti College of Social and Political Sciences (STISPOL) teaching staff, during the FGD with the Wira Bhakti Stispol team.

Impact of training At the end of the training session, the service team distributed a questionnaire to see the impact of this training on improving the participants' abilities.

Because of international standard language skills and public speaking, progress cannot be immediately seen in a short time. Therefore, the survey given looked more at the perceptions of training participants regarding improving their skills and understanding regarding skills 1. Perception survey data

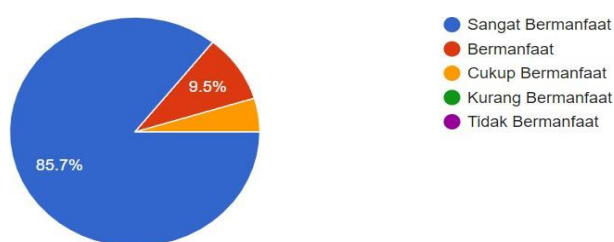


Figure 1. Usefulness of training

Figure 1 shows that of the 21 participants who filled out the survey at the end of the activity, 18 people (85.7%) stated that this soft skills development training activity was very useful for them. This data indicates that the aim of service activities in order to help youth in Seminyak Subdistrict, Badaung Regency in developing the soft skills of the younger generation, especially related to communication (public speaking), was received positively by the participants. The training has provided benefits to the participants. Regarding language and etiquette training, more specific benefits can be seen in Figure 2 below:

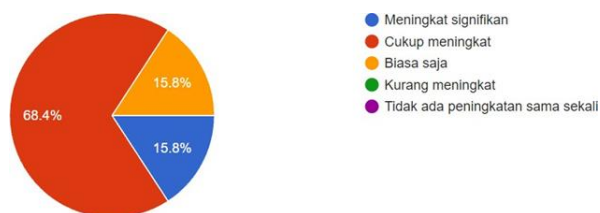


Figure 2. Increased language skills in the argumentation aspect of a problem

Figure 2 shows that the majority of participants (63.2%) reported that their problem-solving abilities had increased after attending the training. 5 people (26.3%) said there had been a significant increase. 12 people (63.2%) said it had increased quite a bit. Only 2 people (10.5%) said it was normal...

related to language and attitude training sessions. The first question in the perception survey is related to how participants assess the usefulness of the training that has been implemented. The survey results can be seen in the data in the following graph:

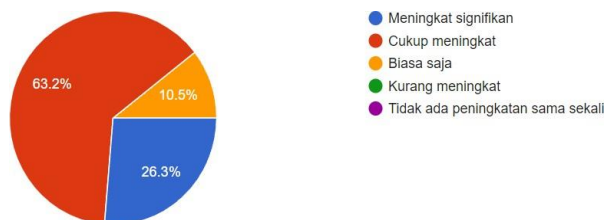


Figure 3. Improvement of language skills in the reading aspect

Figure 3. Perception survey data regarding Public Speaking training sessions. Public speaking training is a skill that must be mastered by all young people in Indonesia. The following is data obtained from public speaking training carried out together with young people in the Seminyak sub-district in the form of mastering techniques for using intonation, techniques for conveying ideas, and controlling the audience. Similar data was also reported by participants in the reading aspect. The majority said that there had been a sufficient increase in the reading and writing aspects (68.4% and 52.6% respectively), some even said it had increased significantly (15.8% and 31.6% respectively). Of the three aspects of creating a written opinion that are trained,

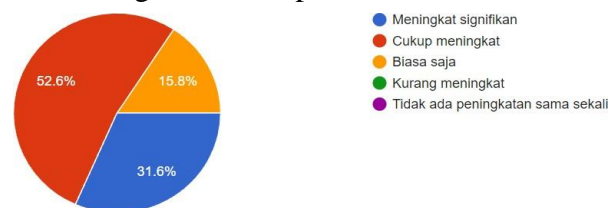


Figure 4. Improved language skills in the writing aspect

Figure 5 shows that after attending public speaking training, training participants experienced a significant increase in their mastery of techniques for using intonation when communicating in public with details of 35% of respondents thinking that their ability



was very good, 55% thought their intonation ability was good and 10% said their ability was be pretty good. The skill of using intonation techniques when communicating in public is always related to an individual's ability to convey thoughts or ideas. This ability is the most fundamental skill that must be mastered so that the message conveyed can be received by the communicant. The impact of training on service activities in this aspect can be seen in Figure 5 below.

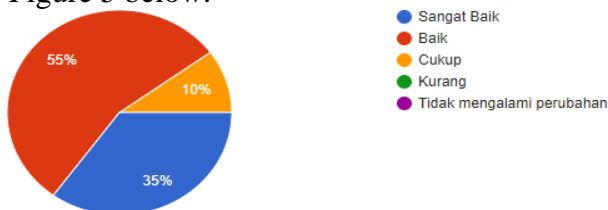


Figure 5. Increased use of intonation techniques in public speaking

Figure 6 shows the data obtained after training showing that 22.7% were in the very good category and 59.1% were in the good category, while only 18.2% felt they were in the fair category. Apart from the skills above, mastery of intonation techniques and conveying ideas in public speaking must also be supported by the ability to control the audience. The combination of mastering these public speaking techniques can make it easier for communicators to convey messages to the communicants. The trainees' perceptions of the training results in the development of this aspect can be seen in the following picture.



Figure 6. Increased ability to convey ideas to invite friends to take part in the training.

Efforts to overcome the lack of participation and awareness among youth. Efforts made to overcome this obstacle are by increasing socialization about the importance of soft skills training for the younger generation, so that young people are aware that soft skills play a very important role in success in the world of work, because things that are

The data in Figure 7 shows that the ability of training participants to master the audience has increased very significantly with details of 27.3% feeling very good, 50% feeling good and 22.7% feeling adequate after attending the training.

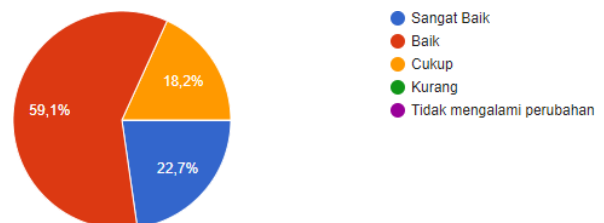


Figure 7. Increased audience control

The data above indicates that this community service activity has relatively achieved the expected target, namely in the form of changes in the aspects of knowledge and skills of the training participants, in this case related to increasing their knowledge and skills in good and correct standard Indonesian and speaking skills in front. public (public speaking).

## DISCUSSION

Efforts to overcome the lack of socialization of soft skills training to young people in facing the world of work in Seminyak Village, Badung Regency. Lack of socialization of soft skills training to young people in the Seminyak Village environment, which is an obstacle faced. An effort to overcome this obstacle is to hold outreach by attaching pamphlets related to the training that will be implemented. And by seeking outreach from young people in Seminyak Village who have taken part in training important and needed in the world of work are not only related to hard skills. Skills, but soft skills also play an important role in success in the world of work and in taking part in society.

Efforts to overcome lack of discipline (on-time) Efforts to overcome this obstacle are to emphasize young people and individuals involved in training to try to come on-time or be disciplined with things that have been agreed upon regarding the training, so that the

delivery of the essence of training can be delivered maximally and effectively.

Efforts to overcome inadequate facilities or media. Regarding the problem of facilities or media which are still inadequate, efforts will be made to improve the quality of facilities and media so that the training provided is of higher quality in the future.

Efforts to overcome minimal funding. Regarding the problem of minimal funding, efforts are being made to further increase training funding injections, it is recommended that donors provide adequate and jointly controlled funding.

Efforts to overcome limited time. The problem of limited time is an attempt to overcome this obstacle by setting aside one day a week to specifically hold soft skills training so that young people can freely participate in every training that will be held.

So in essence, for every problem faced, there must be solutions that will neutralize the

## CLOSING

Conclusion Based on the data presented and the discussion, it can be concluded that the efforts made to improve the soft skills of young men and women in Seminyak Subdistrict in facing the world of work are: a. Hold training b. Improve and develop training c. Determining the Training Theme. Suggestions After research has been carried out and the results are known, the following suggestions can be put forward: a. Soft skills training, it is hoped that the implementation of soft skills training will be improved, more systematic and dynamic so that the younger generation does not get bored with the training being held. Determining an interesting and up-to-date theme, as well as providing media for the implementation of the training, so that the training provided is not just a distraction or ceremonial, but can be useful and become a skill that will be useful for students in the future when facing real life competition, especially when facing the world of work. b. Young people learning and practicing is a very good thing for the future. However, learning to

problems that have been or are being faced, for example the problems faced by Seminyak sub-district, Badung district in an effort to improve soft skills among youth.

## CONCLUSION

This Community Service Activity (PKM) has clearly had a positive impact on participants in the form of knowledge transfer related to two aspects of communication skills, namely improving language skills, etiquette, writing, reading, solving problems in language and public speaking skills. Data on the impact of training is still based on participants' perceptions. In the future, capability test-based impact measurement is needed. Apart from that, the training which was only carried out in 2 months was certainly not enough to really significantly improve the abilities of young men and women in Seminyak Village. Therefore, longer training or continuation of similar training is very necessary in the future. achieve this good thing must start from the awareness of the younger generation because having awareness of oneself who still has many shortcomings will motivate them to accept all types of learning and training, which will make us more useful in society, especially in society

honing the skills (soft skills) that we have will really support us for life in the future and be able to compete with others to achieve success in the world of work. C. For the Wira Bhakti College of Social and Political Sciences, it is hoped that it will give more balanced attention to the implementation of soft skills training. Training times will be readjusted, so that students can easily take part in training without having to choose training or college. Controlling the implementation of training, as well as establishing cooperation with UKM and campus organizations in particular to conduct training and implement the training and encourage students to be actively involved as cadres in organizations in the community and use the knowledge received for the outside community.

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