

# Stakeholder Perception about Soft Skill Graduated Faculty of Nursing Universitas Sumatera Utara

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**Keywords:** Stakeholder, Perception, Soft Skill, Nursing.

**Abstract:** The Soft skill is one skill that must be owned by everyone, especially for nurses. Soft skills are required to support the hard skills or technical skills that nurses have acquired during nursing education as nursing students. The purpose of this research is to know the perception of stake holder about soft skill graduate faculty of Nursing Universitas Sumatera Utara. The design of this study is descriptive. Samples were taken by total sampling technique, a total of 68 stakeholders of Nursing Faculty of University of Sumatera Utara. The results of this study found that nursing students have soft skills category both 44 people 64.7% and enough category 24 people 35.3%. The ability of soft skill is very necessary for the world of work, because the success of a person is not only determined by intellectual intelligence alone but it is this soft skill ability that plays an important role in achieving a job. College is considered as a place to develop soft skill graduates. The need for soft skill development is increasing along with the community's tutorial with the competence of nurses

## 1 INTRODUCTION

Nurse is one of the profession of health care providers (care providers) professionally in all situations according to the condition of the patient. Nurses should be on standby 24 hours in performing nursing care. Nurses are the most numerous professions in health care. The percentage of nurses was the highest among health workers, 49% of 1,000,780 health workers. The number of nurses in Indonesia amounted to 296,876 people, while in North Sumatra 14,824 people (Ministry of health 2017).

As a profession that seeks to show identity, the nursing profession has many challenges. The challenge is not only from the external but also from the internal profession of this nurse. Nurses are required to have adequate skill to become a professional nurse, that is service in the form of biological service, social psychology, spiritual which is addressed to individual, family and society. Nurses are expected to increase their competence in providing care equivalent to their position. Nurses

are expected to work in accordance with soft skills as well. Soft skills that must be owned by a nurse that nurses are expected to work and communicate with fellow nurses, doctors and patients (minority nurse staff 2013)

Soft skill is one skill that must be owned by everyone, especially for nurses. Soft skills are required to support the hard skills or technical skills that nurses have acquired during nursing education or as nursing students. Some things included in the nurse soft skill are adaptability, communication skills, cooperation, problem solving, confidence, discipline, meticulous (Hartiti 2012). Soft skills, especially communication skills, are highly needed by a person to interact effectively and efficiently to anyone and in all situations, as well as for learners and professionals to achieve academic success and workplace success (Kumar 2011).

At this time the learning process in the Faculty of nursing more dominated by the achievement of learning (hard skills) in comparison with aspects of Affective (soft skills). There are several possible reasons for the occurrence of the situation, among others: 1). The ability of science (hard skills) is more

easily measured, while the affective (soft skill) which is the embodiment of values, wills, interests, feelings, in behavior and attitude, will be more difficult assessment, 2). The view of the duty of lecturers who are limited to teaching only (transfer of knowledge), assuming the students should be adult / independent, so that the lecturer does not include affective aspects in the design of learning, 3). Learning strategy that is carried out so far mostly focuses on lecturers (how the material being explained finished the lecturer without evaluating fully whether student competence is achieved or not) 4) Another possibility is that lecturers do not understand the importance of this aspect for students as a very ability element needed in the world of work / life later or lecturers do not have the ability to systematically and methodically to do learning related to affective aspects (soft skill), because most lecturers in college is a man who is considered experts in the field of science, but not all get supplies enough in the field of learning / paedagogi required in performing their duties.

There are several frequent problems with soft skill that is 88% communication, 72% interpersonal, and 56% leadership which is considered the most important, besides technical and analytical or hard skill is only 18%, it is the next thing that is considered important. Even after entering the world of work, much needed training is not a form of hard skill training but more soft skills are needed [Agustian 2009].

Soft skills have a large share in supporting one's success in entering the workforce. Having good hardskill skills, but is not supported with the personality or ability of a good soft skill will be in vain (Ismail, 2007). The Human Resource Assessment (HR) review of the last decade conducted by an Emotional Quality Inventory (EQI) institution states that professionals from all over the world who are sampled show that IQ only contributes a maximum of 20% on average only around 6% someone's success, compared to EQ. Even Carnegie Institute of Technology found another proof that of 10,000 successful people 15% of their success is determined by technical skills, while 85% is dominated by personality or soft skills. Edward Wiggam found 400 people or 10% of 4000 people who lost their jobs were due to technical inadequacies, meaning 90% of them were unemployed because of having personality problems (Cristian 2008).

A graduate of the Nursing Faculty as Ners who will work in the community should be able to integrate the skills of hard skill and soft skills

simultaneously this is because the science of nursing is directly related to the response of clients who need nursing services in order to improve the quality of their health, for that since the academic education and profession this soft skill should be implemented in teaching and learning process especially in learning strategy. The percentage of first taker graduates of the ners program that followed the last three years competency test was still low, namely 2014 (78%), 2015 (52%) and 2016 (77%) and the average percentage passed the competency test 69% (Borang Akreditasi 3a Fakultas Keperawatan Universitas Sumatera Utara 2016).

The University of North Sumatra, including the Faculty of Nursing, has started to identify learning strategies to improve the soft skill of graduates in conjunction with the preparation of the higher education curriculum. This activity involves an education service and development unit that has the main duty as an institution that becomes the center of education in the field of independent teaching and learning process. However, the identification of learning strategies in the faculty of Nursing to improve the soft skills of graduates still requires improvement because the formation of learning strategies to improve the soft skills of graduates has not fully departed from the process of evaluation and mapping of the curriculum thoroughly.

As an initial picture of the University of North Sumatra has 156 courses. Until early 2017 the identification of learning strategies to improve the soft skills of graduates developed at USU has unequal standards, albeit at the same level. Efforts to improve and improve the curriculum are done by improving the ability of the Head of Study Program in conducting curriculum development. In addition, workshops on regulatory changes related to the latest regulations are also conducted. The result there are some changes and adjustments made by the study program. These steps still need to be improved so that the study program can be more responsive to change.

Facing the rapidly changing global environment and the enormous challenges such as the high competitiveness caused by the inclusion of overseas graduates, and if Nursing USU does not undertake the improvement and development of a curriculum that integrates soft skills in line with the development of internal and external environments, the quality of learning has decreased significantly causing KeperawatanUSU lagging behind other Nursing faculty, both national, regional and international.

## 2 METHOD

The design of this study is descriptive. The sample of this research is a graduate of the Faculty of Nursing University of North Sumatra. Number of samples 68 graduates consisting of 4 heads of nursing and 64 head of the room consisting of 3 different types of hospital with different types, namely RSUP H. Adam Malik Medan (Type A), RSUD Pirngadi Medan (Type B), USU Hospital (Type C) and Padang Bulan Puskesmas Medan. Sampling technique is total sampling. The instrument used is a soft skill questionnaire. Validity test value equal to  $r = 0,49$  and reliability test value equal to cronbach alpha 0,78. This research was conducted on 23 - 27 April 2018. Researchers conducted a soft skill assessment using questionnaires, as many as 68 nursing nursing faculty graduates.

## 3 RESULT

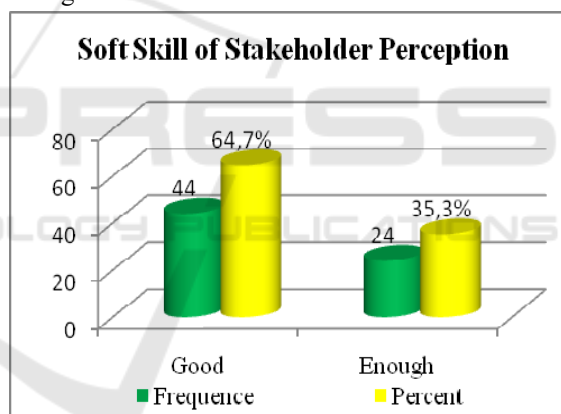
The results showed demographic data, namely the majority of age <40 years as much as 43.1% (31), the majority of male sex as much as 66.7% (48), the majority of private sector employment was 54.2% (39) people, the majority of private sector employees work as much as 54.2% (39) people, the majority of private sector employment is 54.2% (39) people, the majority of private sector employment is 54.2% (39) people, the majority of them live with families as many as 48.6% (35), the majority of home conditions were high home humidity as much as 38.9% (28), the majority of high school education was 62.5% (45), the majority of respondents had contact with patients in contact with previous patients as much as 54.2% (39). The majority of Batak tribes were 52.8% (38). Previously the patient had received 91.7% of TB information (66). The source of tuberculosis indormation was obtained from television 56.9% (41). Information can be seen in the table below.

Table 1: Demography Characteristic of Stakeholder

Data Demografi	F	%
Age		
22-27 Year	2	2.9
28-33 Year	4	5.9
34-39 Year	16	23.5
40-45 Year	17	25.0
46-51Year	23	33.8
52-57 Year	6	8.8

Genre		
Male	4	5.9
Female	64	94.1
Graduated		
Diploma	3	4.4
Bachelor	11	16.2
Ners	45	66.2
Magister	3	4.4
Other	6	8.8
Job		
Head of nurse	3	4.4
Head of room	65	95.6
Work Experience		
New (1-5 Year)		
Moderate (6-10 Year)	5	7.4
Longer (>10 Year)	9	13.2
	54	79.4

The result showed soft skill of Nursing S2 student, that the majority of soft skill of soft nursing students were 44 persons 64,7% students were good and soft skills are 24 persons 35.3% Students were enough.



## 4 DISCUSSION

The results showed demographic data, namely the majority of age 46-51 years as much as 33.8% (23). At that age is the age with high work productivity. Productive age is a mature age in which stakeholders have more knowledge and experience so as to have better judgment skills. The majority of female sexes were 94.1,7% (64). This is in accordance with the membership report recorded in the information system of professional organizations of PPNI that 71% (256,326 persons) nurses are women. The profession of nurses is often favored by women. The work done more involves the feelings and instincts of a woman. Women are usually more sensitive, more care, more responsive, more empathetic than

men. Nurses work by treating patients, the job requires a lot of patience and less ccook when done by men. The presence of male nurses as a minority group to date is still considered sensitive, related to emotions and stereotypes, although in many situations male nurses demonstrate good performance (Rajacich 2013).

The majority of Ners' last education is 66.2% (45), Nurse with Ners educational background is a professional nurse and is eligible to evaluate his subordinate nurse associated with the head office and head of the field who must have communication, majamemen ability. The majority of headroom occupation work as much as 95.6% (65) people, The work of the head of the room is a job that makes the ability of leadership and personality high. This corresponds to the role and function of the head of the chamber (Marquis & Huston, 2010). At the head office level is often done training to update the competence associated with the position as head of the field and head of the room at the hospital and outside the hospital. the majority of long working > 10 years as much as 54% (79.4). Nurses working longer than 10 years have occupied many levels such as head of field, head of the room, clinical instructor, team leader (katim) and nurse who automatically passed or run the role of the lower positions first and not nurses on arrival - came to be the head of the field. Nurses who have working experience will show good performance (Rudianti 2013).

The result showed soft skill of Nursing S2 student, that the majority of soft skill of soft nursing students were 44 persons 64,7% students were good and soft skills are 24 persons 35.3% Students were enaught. Soft skills are part of individual skills that are more of a refinement of the individual's sense of sensitivity to the surrounding environment (Purwoastuti 2015). Soft skills are defined as interpersonal and intrapersonal behaviors that are capable of developing and maximizing humane performance (Nursalam 2008). The softskill attributes include the values held, motivation, behavior, habits, character and attitudes. These soft skill attributes are owned by different levels of people who are influenced by the habit of thinking, saying, acting and behaving.

The nurse is a patient-related profession. The nurse views the patient as an untik being associated with bipsychosocial and spiritual, age, occupation that affects nurses interacting. Nurses lacking interpersonal will effectively lead to nursing care not running in accordance with the standards. Nurses provide nursing care through intermediary communication both orally and in writing. Nurses need to know the concept of teraupetik

communication. This is because a patient is not only biologically ill but often associated with psychological and through health education communication is also enlarged by nurses so as to improve health status. Communication in the world of nursing is very important as the nursing documentation used to convey information to other parties is also evidence when there is a dispute (Elfindri 2009).

As a professional nurse who is faced with patients who are having problems, they are required to have conflict management competencies. Not only solve problems personally but can solve the problems that the patient has with regard to nursing care. It is impossible for a nurse to fully treat a patient with a health problem if a nurse has a problem or conflict. The nurse must be able to solve the problem of its work, especially in relation to the patient who is still within the limits and responsibilities of the nurse. The ability of collaboration with the compromise approach used as a conflict resolution strategy. An effective negotiator looks calm and confident about himself and uses an honest approach, developing assertive skills to negotiate conflicts (Marquis 2010).

In performing its role as a nurse, often nurses experience the conditions must take decisions quickly and appropriately and pay attention to time management. The manajeen's time-consuming capability has the ability to mempritaskan and carry out responsibilities (Pengemanan 2014). The nurse's responsibility is not only for patients and families but for rofesi and his God. The nurse's responsibilities are regulated in Law number 36 of 2014 on nursing.

## 5 CONCLUSIONS

The ability of soft skill is very necessary for the world of work, because the success of a person is not only determined by intellectual intelligence alone but it is this soft skill ability that plays an important role in achieving a job. College is considered as a place to develop soft skill graduates. The need for soft skill development is increasing along with the community's tutorial with the competence of nurses.

Nurses have the ability to communicate effectively, apply ethical and legal aspects of nursing practice, implement professional nursing care in clinics and communities, able to apply leadership and nursing management, able to establish social relationships, conduct research, be able to develop professionalism continuously or

learn along life. Nursing graduates must have the ability and instinct of development independently and cooperate, education personality development is important to uphold ethics, have a work ethic that needs to emulate, have an attitude that can be emulated in life.

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